

## When life throws you a curve ball... We stay connected....

It is not always possible to predict what will occur during the recruitment process. This case study is a perfect example of some of the unforeseen challenges that can complicate the delivery of our services.

This transaction is about a candidate who I successfully placed with a long term Antal client, in the position of support engineer. The candidate in this case was very committed and accepted the offer immediately, they were eager to join after serving their notice period of 60 days.

As usual, during this process, I keep in regular contact with my candidates and in this case we were also connected on LinkedIn. Whilst serving their notice, the candidate disclosed that they had a medical complication but hoped to be well enough to start work on the agreed date.

Unfortunately, the candidate's health deteriorated. I regularly followed up with the candidate and with their permission, kept my client updated. After a few days, the candidate simply disappeared and went completely offline, not replying to calls, emails, and messages. We refer to this as being "ghosted" or "going off grid".

I did not have a good feeling about the situation, as the candidate and I had built a good relationship during the recruitment process. Not only was I concerned about their wellbeing, I was at a complete loss without any contact or information.

The client and I agreed to put the position on hold for a period.

Then, out of the blue, after two months, the candidate changed their work status on LinkedIn to "Open to Work". I was surprised by the update and called the candidate immediately. We had a frank discussion, and I quickly understood the gravity of the medical complication which had limited their ability to communicate with us. The candidate was concerned and distressed as they could not inform me about their situation and they were aware of the lost opportunity.

By having this open discussion with the candidate, I understood their situation about the job, timing, and health expenses, and I thought of how best I could help. I asked the candidate to take care of their health and after recovering, I checked with my client again about the opening.

When I explained the situation in detail to the client, they accepted the unusual circumstances and agreed to onboard the candidate, in the same position and compensation.

The candidate was astounded and delighted when getting this news, they deeply appreciated the understanding and compassion shown by the client. The candidate joined successfully, 120 days after the initial offer acceptance.

On reflection, I realized the tiny spark from the LinkedIn work status update had mobilized me to re-engage with and then ultimately place this candidate. The power of staying connected should not be overlooked.

**I am very proud that our partnership worked well and as a recruiter, I could play a role in assisting someone back from adversity, onto their true career path.**

This journey with my candidate is truly unforgettable.

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