

About This Document

owner	HR
access & use	Managers & HR
what it is	Series of scripts and script components used to communicate to an internal applicant in a formal manner that they will not be proceeding further in the interview process. The letter is always presented during an in-person meeting.
who uses it	The Hiring Manager of an open position for which an internal staff member applied.
used with	<ul style="list-style-type: none"> ♦ <i>IV-MGR-2570-R. External Candidate Regrets Script</i>
<p>Note: This document includes sensitive information. It should not be shared with staff members who do not have responsibility for direct reports. Use caution and discretion when using, as even blank documents may be misunderstood without context.</p>	

Why This Process is Important

It's important that we communicate clearly and carefully with unsuccessful internal candidates as soon as we know they've been eliminated from competition for a position.

The way we communicate 'No thank you' to an internal employee is crucial to the maintenance of our relationship with that employee. It is very important that employees who have applied for internal positions are treated with dignity. This includes closing the loop with them and communicating that they were not selected for the position.

Be open with internal applicants about why they were not selected for an open position, especially if the individual has been identified as a high performer. If a high performing employee feels that there is no opportunity to progress in the Company, they will look for opportunities elsewhere.

Working with the Scripts

- ♦ Gray shaded form fields are input placeholders. To replace the text in these form fields, click **ONCE** on the field and type your new content.

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- Pricing.

Use the example sentences provided as starting points to create a unique personalized letter for each candidate.

EXAMPLE OPENING SENTENCES

Subject Line: **Position title**

Dear **First Name**,

Further to our discussion/meeting earlier today, please accept this letter as formal notification that while we appreciate your interest in the **Position title** position, we will not be proceeding with another interview at this time.

–OR–

As per our discussion/meeting today, thank you for your interest in the **Position title** position. Unfortunately, as discussed, we will not be proceeding with another interview at this time.

–OR–

This letter provides formal notification of our discussion earlier today. As you are aware, while we appreciate your interest in the **XXX position/your application for the XXX position**, we will not be proceeding with another interview at this time.

EXAMPLE REASONS FOR NON-SELECTION

At this point in time, as we discussed, we feel that you do not have enough experience in **Example: project management** to fulfill the requirements of this role.

–OR–

As you are aware, this position requires an individual with extensive experience in **Example: project management**. Unfortunately, this is an area in which you currently do not have enough experience.

EXAMPLE 'CAREER GOALS' SENTENCES

I enjoyed talking with you and learning more about **insert specific information about the employee's skills, career goals, aspirations, etc.** I did not realize that **insert information you learned about the employee.** Your **Example: passion for technology and your sincerity** really came through and was refreshing.

–OR–

I really appreciate the time you took to meet with me. I enjoyed talking with you and was interested to learn more about your desire to develop **insert specific information about the employee's skills, career goals, aspirations, etc.** with us. I was particularly impressed by your **Example: passion for technology.** Your **Example: enthusiasm, sincerity, passion** really came through and was refreshing.

–OR–

Although I know you must be disappointed, I am glad we had the opportunity to discuss **insert specific information about the employee's skills, career goals, aspirations, etc.** I was particularly interested to

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EXAMPLE OPENING SENTENCES

Subject Line: **Position title**

Dear **First Name**,

Thank you for your time today.

As per our discussion, it was with sincere regret that I/we had to inform you about our decision to offer the **Position title** position to another candidate.

These decisions are never easy, and they are especially difficult when there are a number of very strong candidates from which to select.

We were all impressed by your **Example: creativity, Example: achievements, and Example: enthusiasm**, and you interviewed extremely well/your presentation was excellent. However, as you know, our decision to go with another candidate was primarily based on their extensive experience in the **XXX field/their in-depth knowledge of our sector and industry**.

–OR–

As per our meeting today, thank you for your interest in the **Position title** position. Unfortunately, as discussed, we have made the difficult decision to offer the position to another candidate.

Hiring decisions are always tough, particularly when there are number of very strong candidates in the running. You were a very strong contender, and you interviewed very well/your presentation was excellent, but as we discussed, the selected candidate's **experience and exposure in our sector** made for an ideal profile/fit for the position.

–OR–

I really appreciate the time you took to meet with me/us today to discuss our decision regarding the **Position title** position.

Regrettably, please accept this letter as formal notification that we have offered the position to another candidate and the offer has been accepted.

This was by no means an easy decision to make. You were a very strong contender. You interviewed extremely well/Your presentation was excellent and we were all impressed by your **Example: creativity, Example: achievements, and Example: enthusiasm**. However, we have decided to go with/proceed with/offer the position to a candidate whose **experience and exposure in our sector/extensive experience in the XXX field** made for an ideal profile/fit.

EXAMPLE 'COACHING & DEVELOPMENT' SENTENCES

As you know, at **CUSTOMIZER: Your Company name**, we consider our employees to be our greatest asset, and are always keen to see them **develop their professional skills and achieve their career goals**.

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