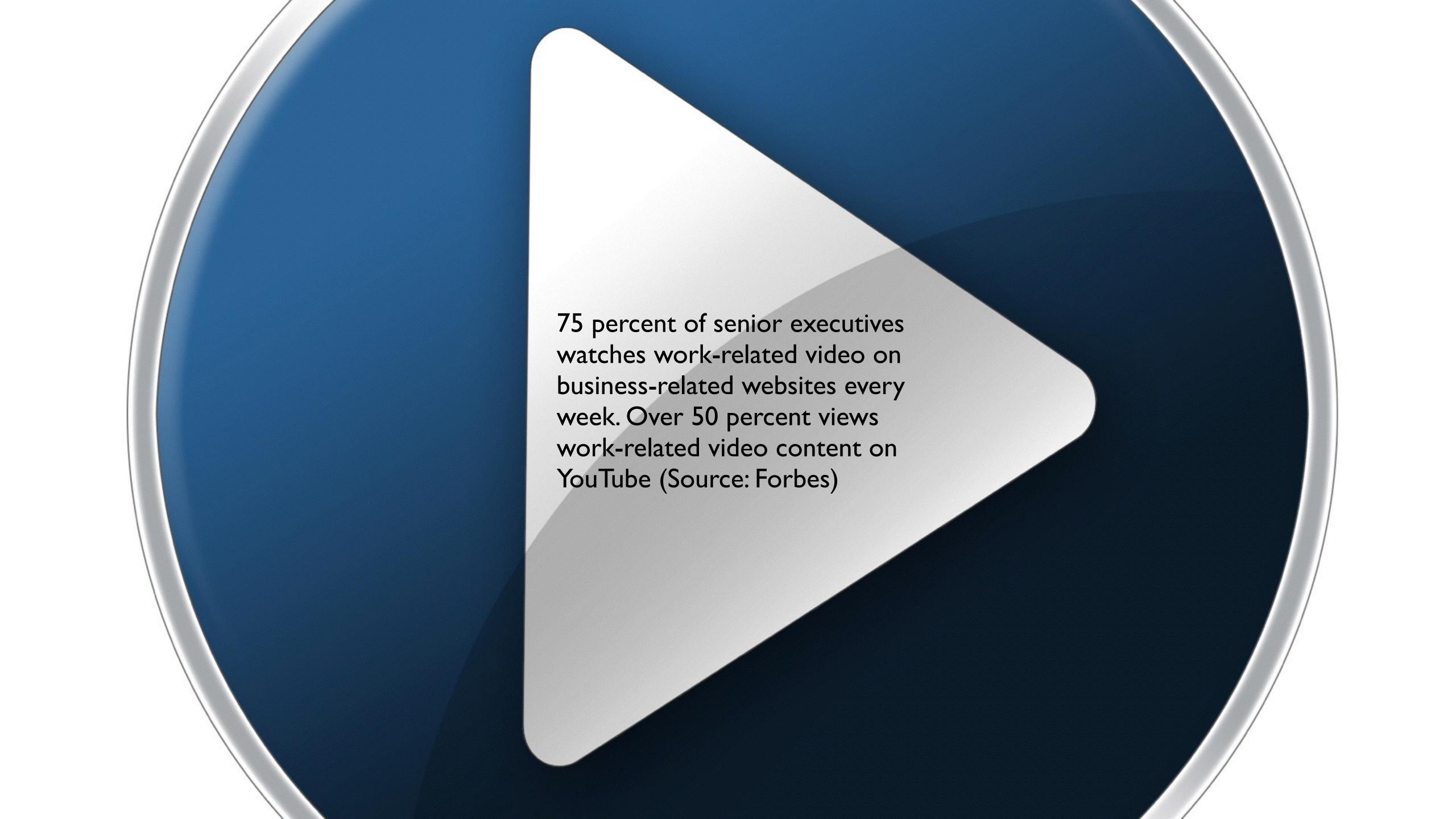
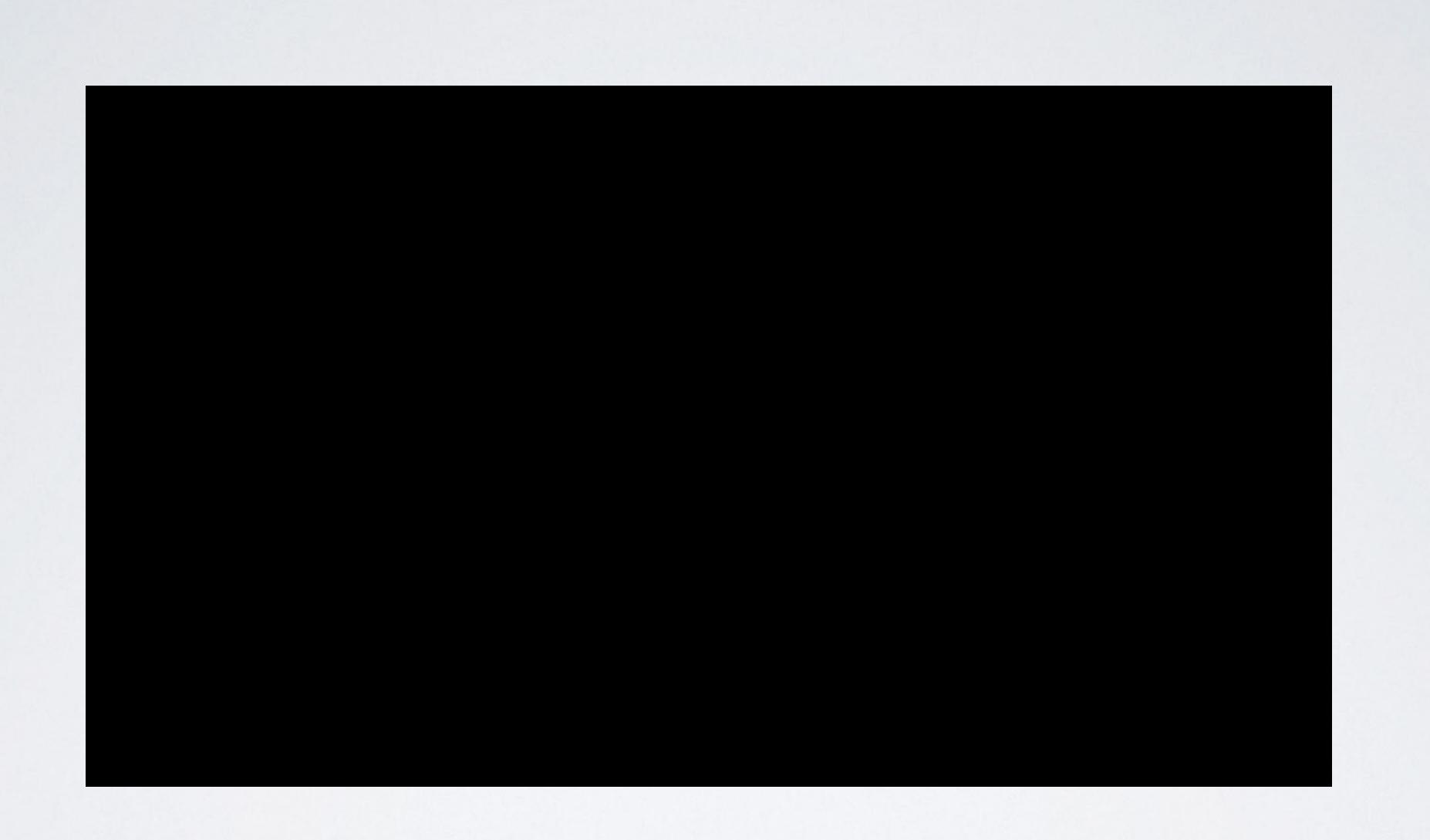




We support employers and candidates with a better match by adding personality to the CV at the start of the selection process on our award-winning video recruitment platform.













# The Recruiter as "Therapist"

### Bring on the personal trainers

Probability that computerisation will lead to job losses within the next two decades, 2013 (1=certain)

Job	Probability
Recreational therapists	0.003
Dentists	0.004
Athletic trainers	0.007
Clergy	0.008
Chemical engineers	0.02
Editors	0.06
Firefighters	0.17
Actors	0.37
Health technologists	0.40
Economists	0.43
Commercial pilots	0.55
Machinists	0.65
Word processors and typists	0.81
Poal actate calor agents	0.86
Technical writers	0.89
Retail salespersons	0.92
A	0.94
Telemarketers	0.99

Source: "The Future of Employment: How Susceptible are Jobs to Computerisation?" by C.Frey and M.Osborne (2013)

The Recruiter as "Telemarketer"

8.520.000 new hires in EU26 (Q2 2013) of which 50% was under the age of 30



ISSN: 1977-3897

# **European Vacancy Monitor**

### Issue No. 12 / February 2014

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DG EMPL C.3 European Commission B-1049 Bruxelles/Brussels

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### Further Information

- · European Job Mobility Bulletin EU Employment and Social
- Situation Quarterly Review Employment Package

### HIGHLIGHTS

### VACANCIES: Hesitant increases in Portugal and

Total job vacancies in the second quarter of 2013 (2.1 million for 19 EU countries) were 3 per cent below the corresponding quarter of 2012. The PES vacancy inflow declined by just 1 per cent (19 EU countries). Both total vacancies and PES vacancy inflow increased — the trade sector in Portugal. But in general no single in Portugal and Spain. This was offset by declines in Germany, the Netherlands and some other countries. In the five countries covered, temporary work agency has consistently grown as in the rest of Europe, in vacancies (Randstad) up to September continued to particular for 'personol core workers in health services' decline year-on-year in the five countries covered, but in Italy. For young people general measures that help in Spain they increased in October 2013.

#### HIRINGS AND JOB PROSPECTS: Still worst in Southern Europe despite recent improvements

EU27 hirings fell by 4 per cent between the second quarters of 2012 and 2013 despite relatively high increases of 27 per cent in Croatia and Greece. The Email: empl-c3-unit@ec.europa.eu ratio of unemployed to hirings increased from 2.5 to 2.7 indicating worsening job prospects overall. Developments varied strongly but the ratios remained lowest in the north and west of Europe, and highest in the south and east of Europe. Read more on page 7

### OCCUPATIONAL DEMAND: Decline in medium skilled jobs

Hirings were down in most occupational groups except elementary occupations. The highest increases in employees were mostly in high-skilled jobs in teaching, ICT and finance, but the highest increases in hirings involved a mix of jobs. Occupations with strong growth in both employees and hirings included 'personal care workers in health services', Across Europe, PES vacancy inflow increased most in low to mid skilled jobs, but also in health care related jobs. Read more on page 11

### EDUCATIONAL DEMAND: Hirings declined at all educational levels

The strongest decline in hirings (down by -9 per cent) was among low educated workers, especially in Greece, Portugal and Spain where they form the largest occupational group in hirings. Read more on page 20

#### SOUTHERN EUROPE: Increasing hirings of qualified workers in low-skilled jobs

Recent developments suggest that in Southern Europe a recovery is beginning to emerge and it is mainly being driven by the private sector, and particularly private sector was clearly offering the best prospects for job creation, although demand in health care recruitment into skilled jobs may be more beneficial in overcoming the high reliance of young workers on elementary jobs, waiting in restaurants or assistance in shops, especially for those with medium educational level who tend to out-crowd the lower educated. Read more on page 21

+ TOP 10 employee growth per country on page 27 + TOP 5 growth PES inflow per country on page 34 + TOP 5 in EURES Job Mobility Portal on page 36

### Top 5 growth occupations (employees) Primary school and early childhood teachers Software and applications developers and analysts Finance professionals Personal care workers in health services Legal, social and religious associate professionals

 Heavy truck and bus drivers Agricultural, forestry and fishery labourers Personal care workers in health services

PES Top 5 growth occupations (vacancy inflow)\* Mining and construction labourers Other elementary workers Creative and performing artists Personal care workers in health services Agricultural, forestry and fishery labourers



- + Part-time work
- + Flexible and temporary contracts
- + Shorter employment periods

= Ever more job interviews

Index, January 2009 - October 2013, January 2009 = 100 300 250 200 ---Germany 150 **→**Spain **─**France 50 → Netherlands 2013 2009 2010 2011 2012

Chart 4: Development of job vacancies in temporary work agencies (Randstad)

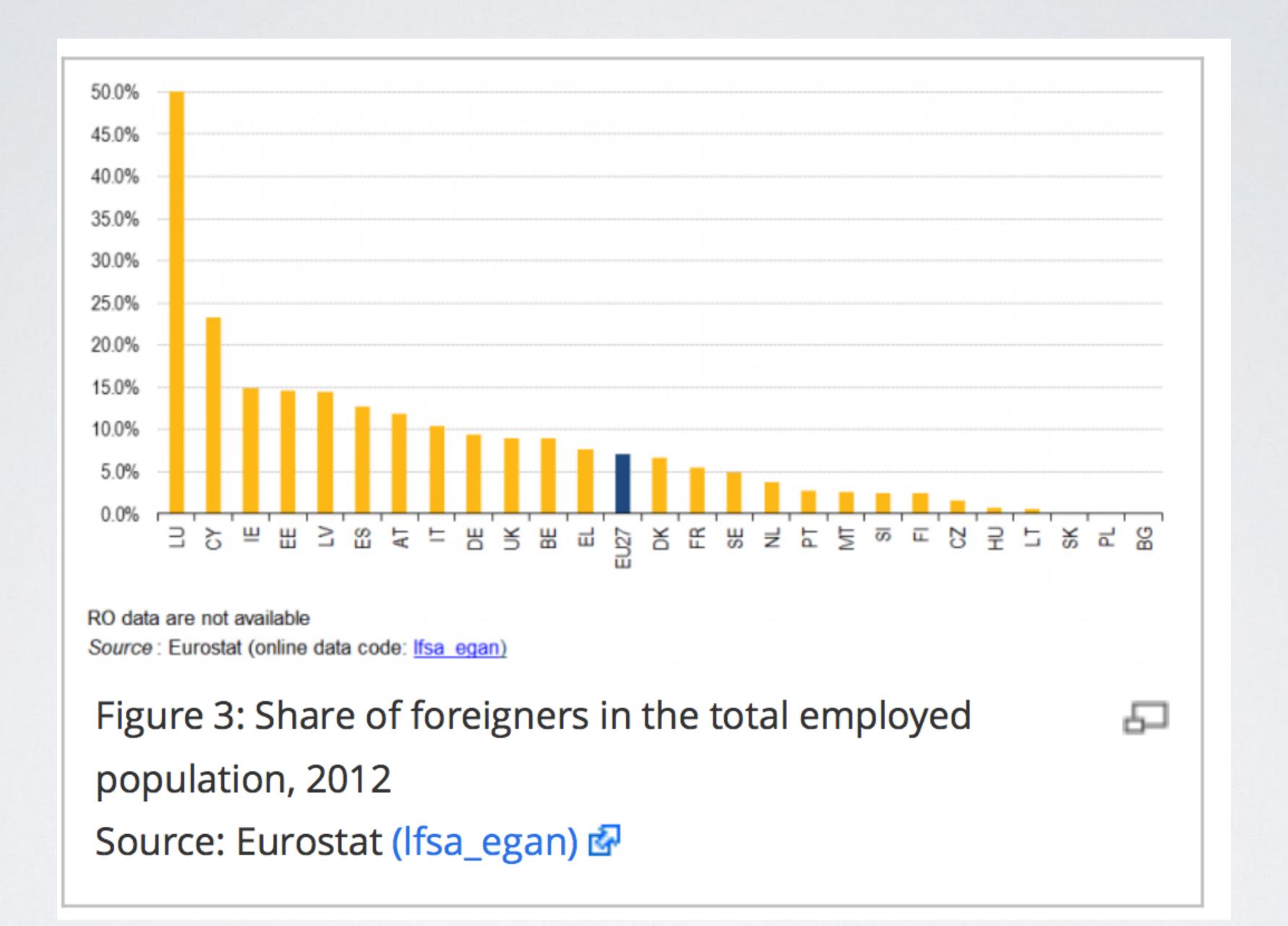
Source: Randstad (5 countries). The index is based on the number of open vacancies published by the subsidiaries of the Randstad Group on the internet. Randstad only publishes job vacancies that cannot be filled directly from the available pool of candidates. The figures are based on daily measurements of the number of open job vacancies.

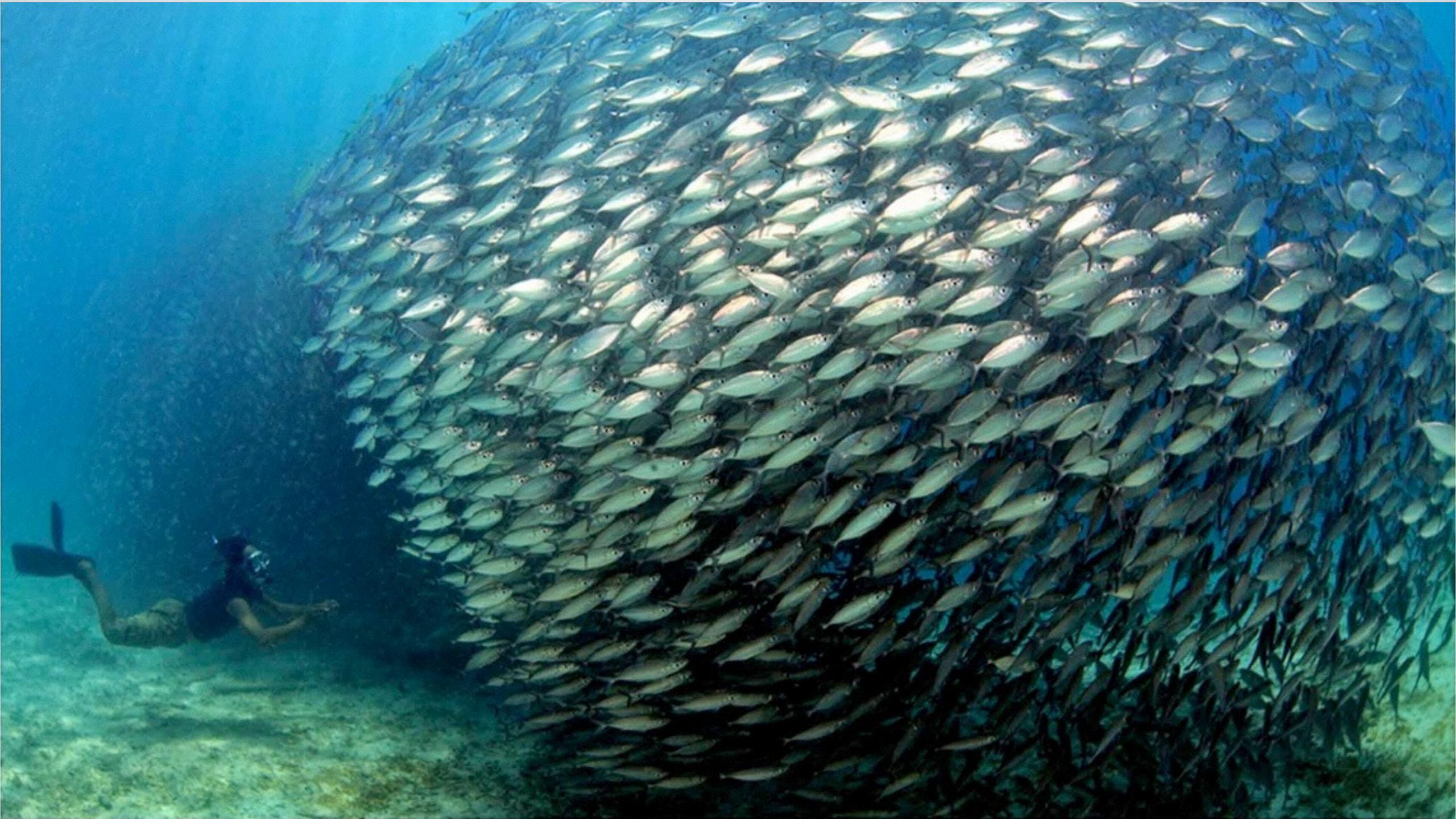
Number of Randstad vacancies October 2013: France: 5,950; Germany: 7,611; the Netherlands: 3,064; Spain: 1,121; the United Kingdom: 5,955.

For Spain, January and February 2013 were left out due to extremely low values.

In 2012, more then 15 Million people employed within the EU were foreign nationals. That is 7.1 % of all people employed. 43.4 % is an EU citizen and 56.6 % is a non-EU citizen.

Source: Eurostat



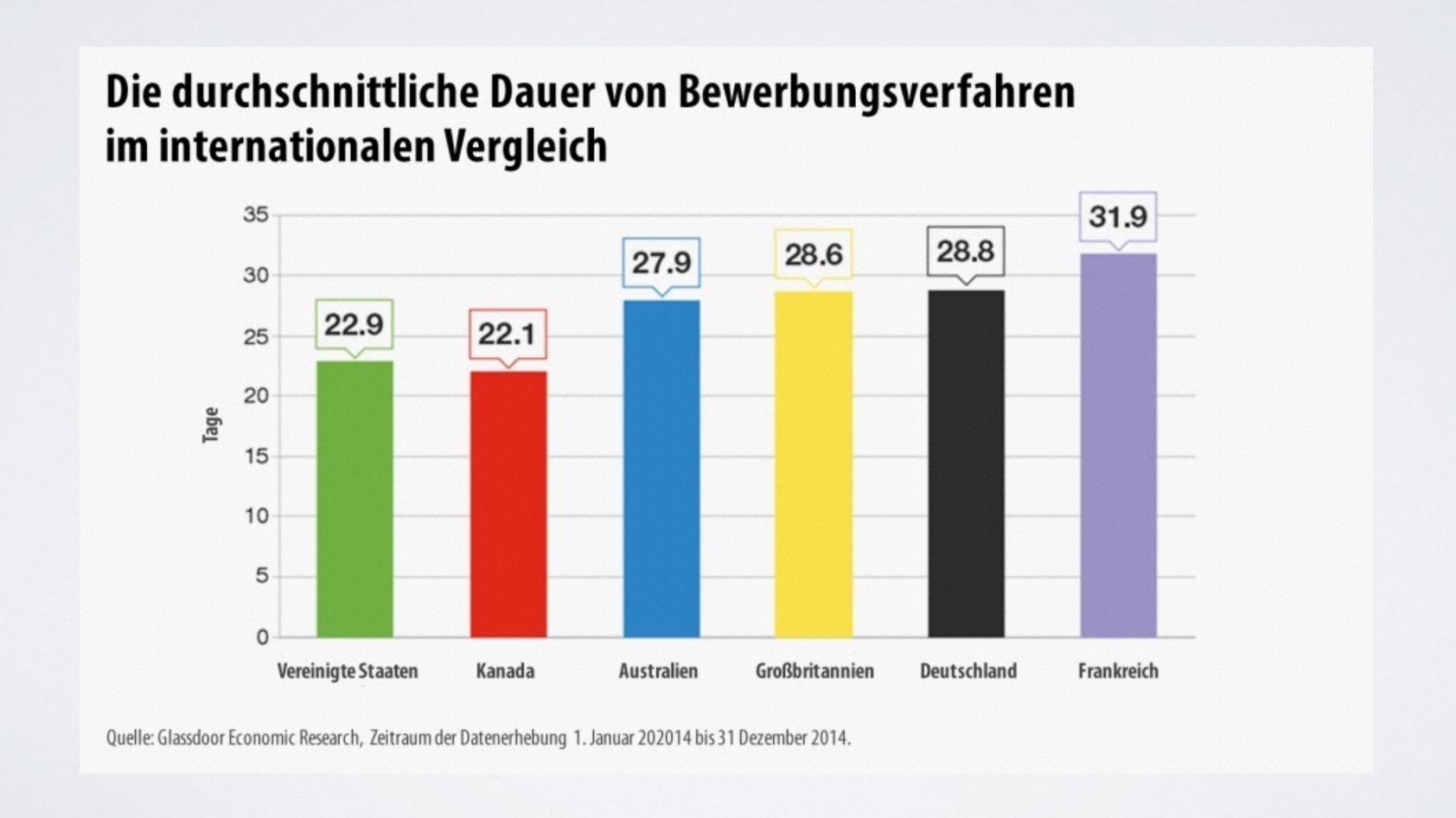






### Employers are taking their time to hire.

Average interview processes have grown by 3.3 to 3.7 days since 2009 and Europe is especially lagging. Traditional interview types (telephone, panel and one-on-one interviews) only add to interview process times. On average between 4 and 8 days each. (Glassdoor, June 2015)

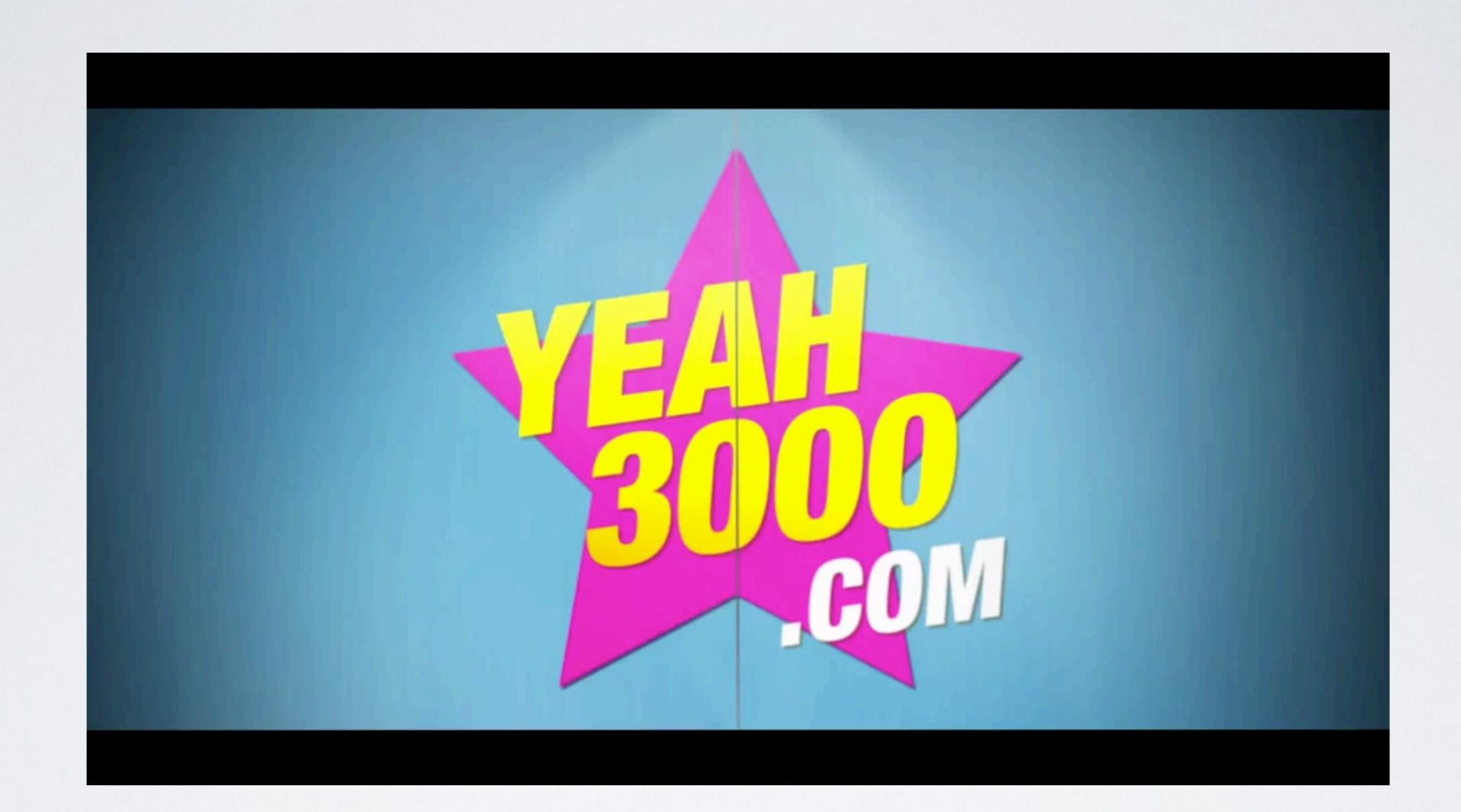


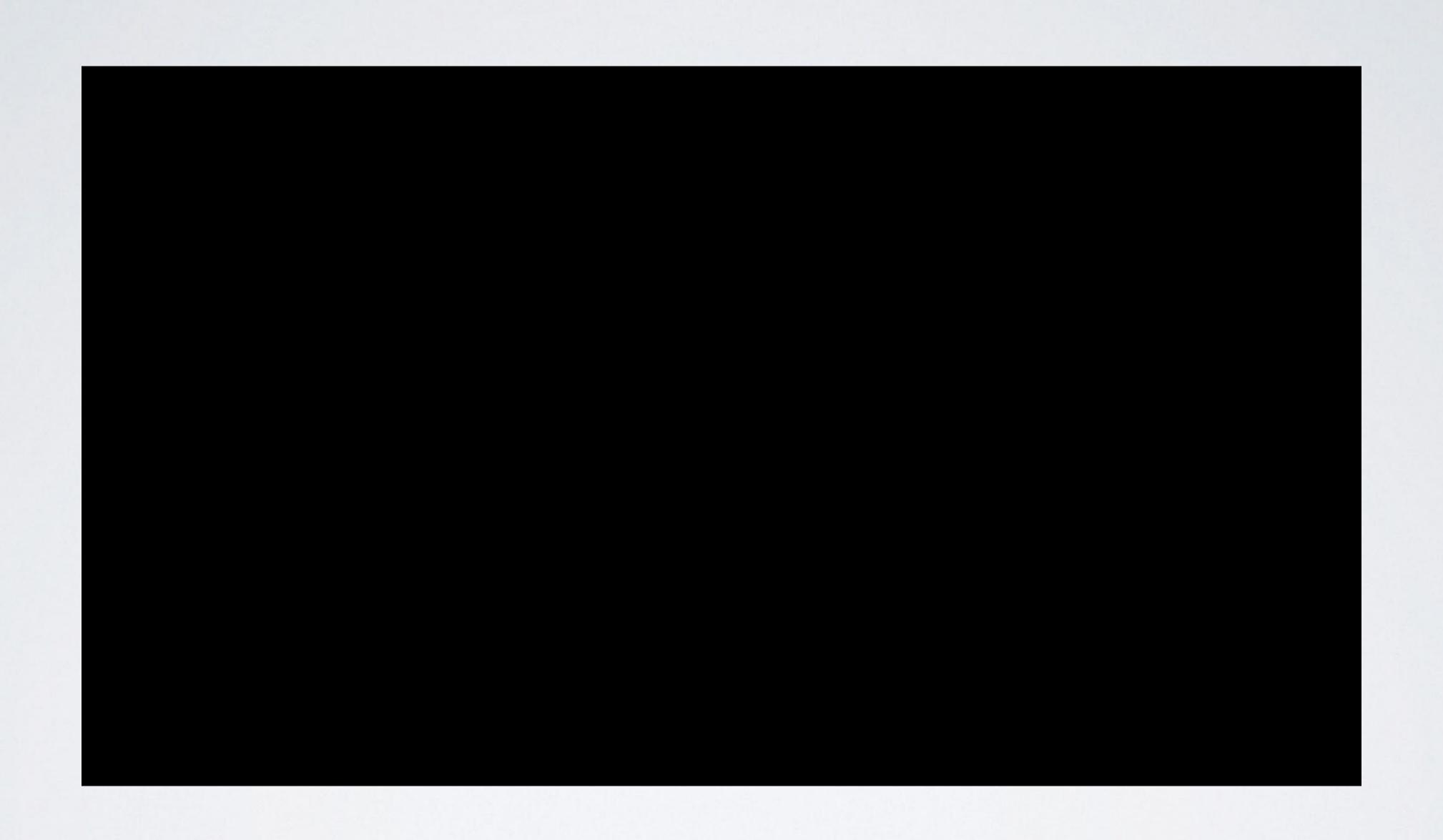
Over **40 percent** of hiring managers find it hard to allocate time in their daily schedule for job interviews.

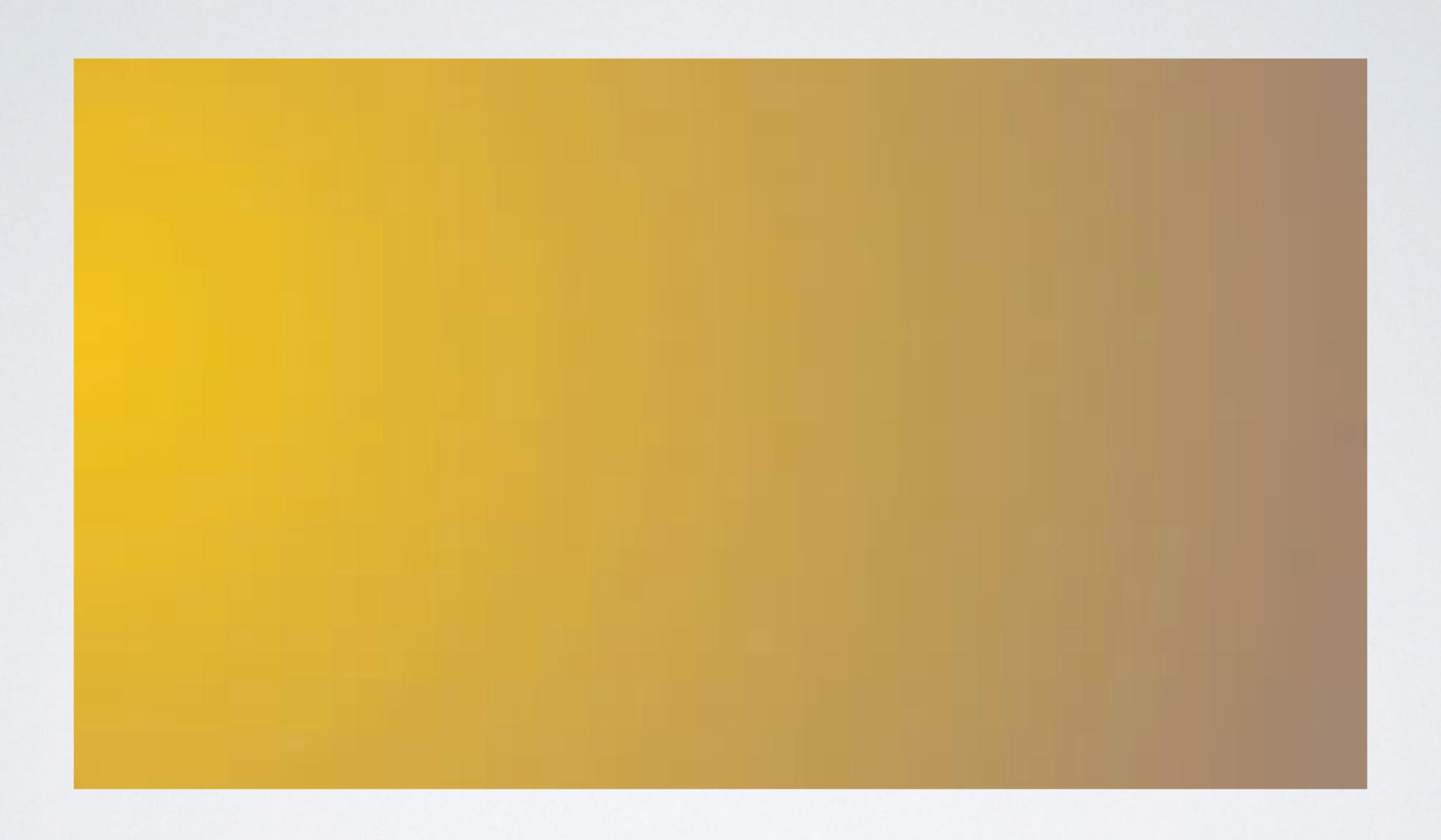
75 percent of hiring managers admit to the fact that their lack of time has resulted in significant delays in the recruitment process. (Research now, 2013).

When candidates can choose between multiple employers 76% selects the employer where they can be interviewed the earliest. Four out of Ten applicants has had the experience of aborting an application process because another process was faster.









"I have to really say I enjoyed it, it puts interview in a different perspective and makes them fun." "I am very happy with this application and enjoyed very much using it. Congrats to the development team!"

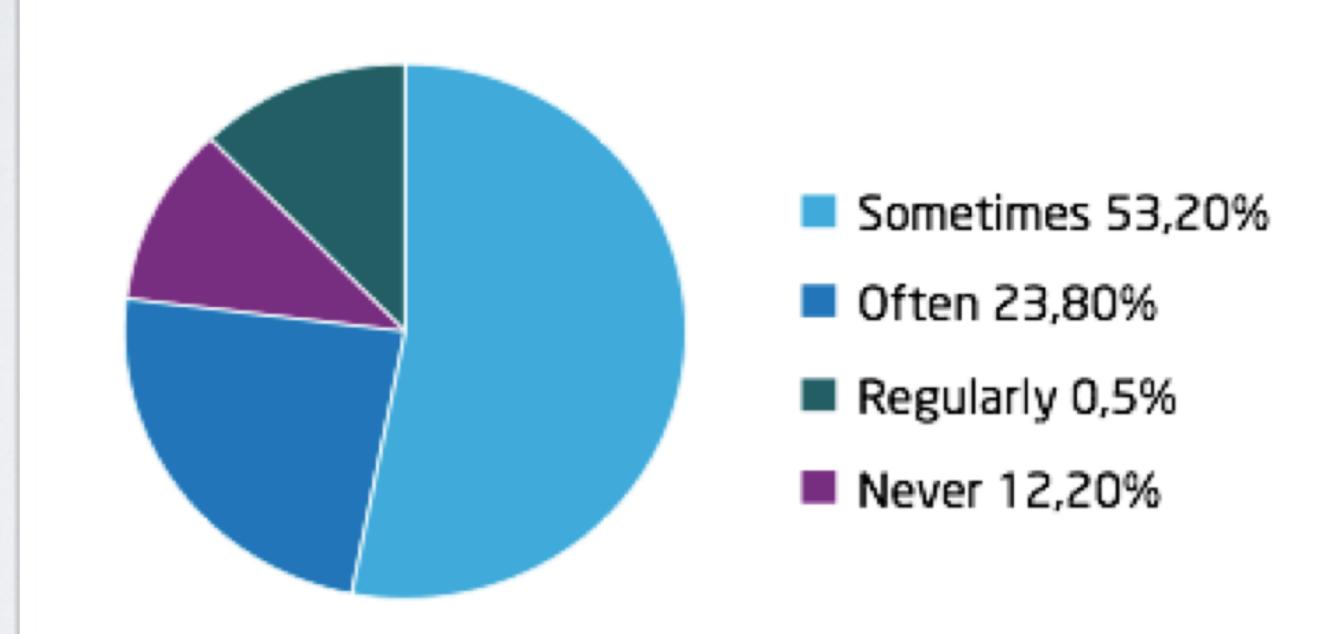
"This was a pretty nifty way of doing an interview. Very clear instructions and clutter-free interface. Kudos!"

"Love the tool! I really like the flexibility of choosing when, where to record my answers. I would definitely recommend to my organization."

"I absolutely loved this method of interview, far more so than the regular interview structure one would see in many businesses."

# Figure 6 A majority of recruiters has regretted a job interview before it started (One Poll, 2012)

Have you ever invited candidate(s) to your office for a first round interview based on their CV and on meeting them, thought: "Why did I invite you?" before the interview even started?



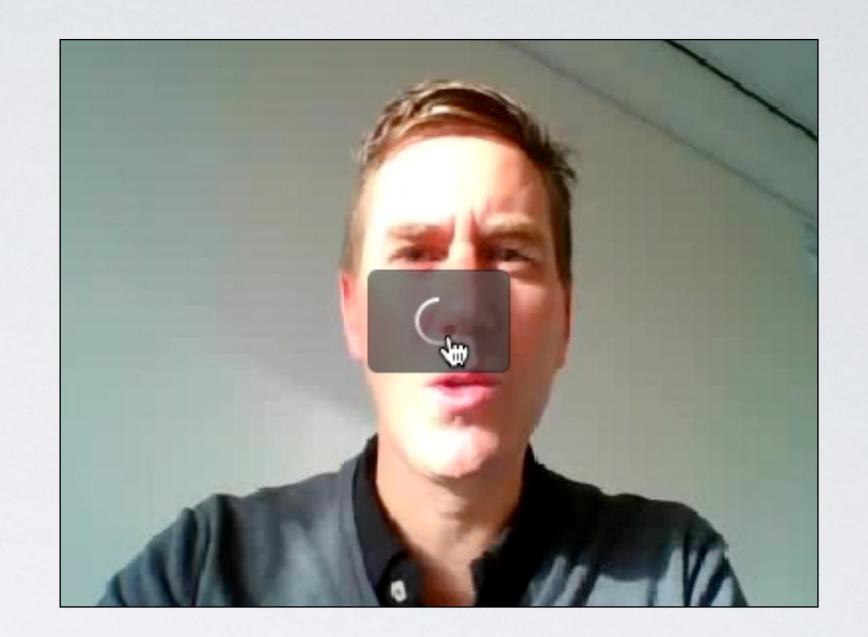
# Half a Minute: Predicting Teacher Evaluations From Thin Slices of Nonverbal Behavior and Physical Attractiveness

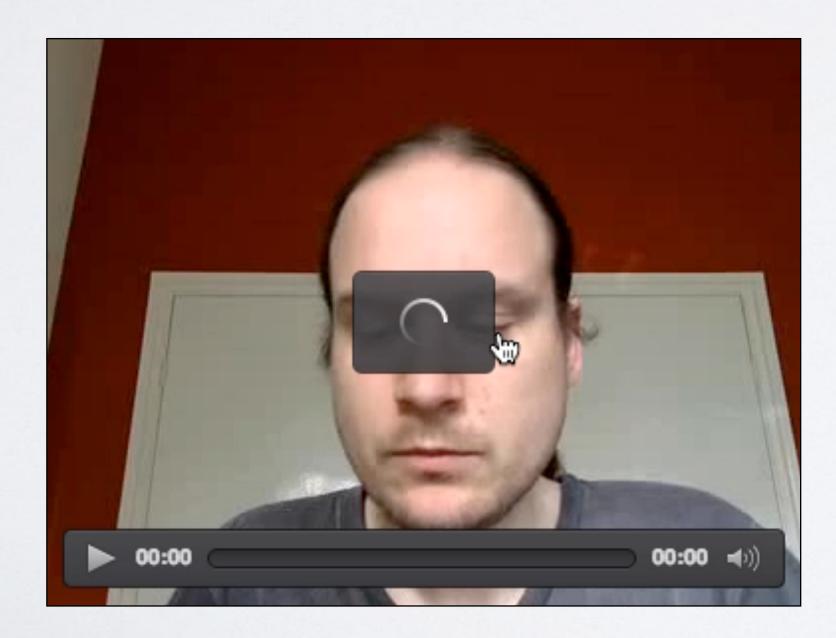
### Nalini Ambady and Robert Rosenthal

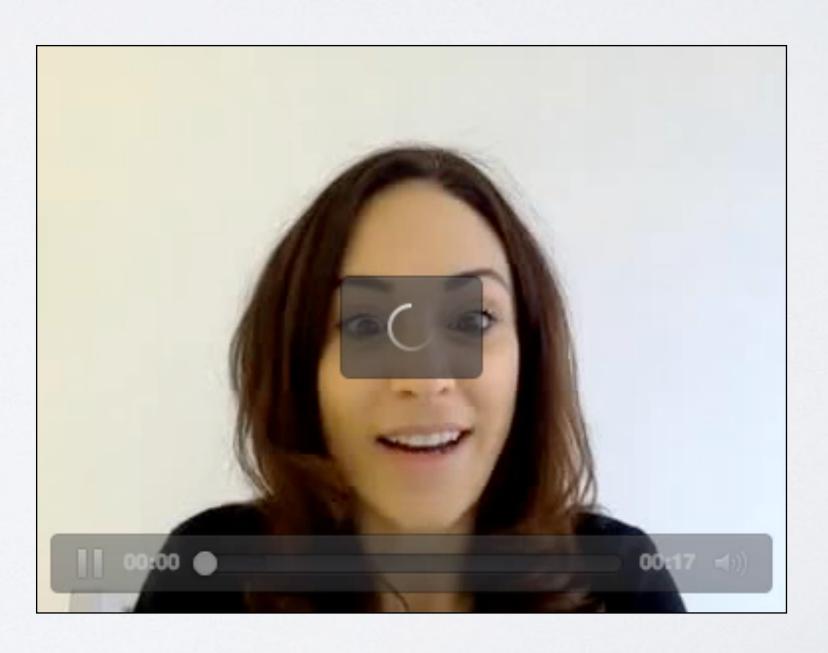
The accuracy of strangers' consensual judgments of personality based on "thin slices" of targets' nonverbal behavior were examined in relation to an ecologically valid criterion variable. In the 1st study, consensual judgments of college teachers' molar nonverbal behavior based on very brief (under 30 s) silent video clips significantly predicted global end-of-semester student evaluations of teachers. In the 2nd study, similar judgments predicted a principal's ratings of high school teachers. In the 3rd study, ratings of even thinner slices (6-s and 15-s clips) were strongly related to the criterion variables. Ratings of specific micrononverbal behaviors and ratings of teachers' physical attractiveness were not as strongly related to the criterion variable. These findings have important implications for the areas of personality judgment, impression formation, and nonverbal behavior.

The ability to form impressions of others is a critical human skill. "This remarkable capacity we possess to understand something of the character of another person, to form a conception of him as a human being.... with particular characteristics forming a distinct individuality is a precondition of social life" (Asch, 1946, p. 258)









Best-in-Class companies are 61% more likely to use video tools for interviewing candidates as compared their All Others.

With video interviewing tools in place, companies are 2.7 times more likely to improve (reduce) their cost per hire as compared to companies without such tools in place.

Companies that use video interviewing improved their time to hire by 60%.

**Aberdeen**, Talent Acquisition 2014: Reverse the Regressive Curse (June 2014)



### Video Pitch

- Replaces motivation letter
- Available in the application form
- Junior and volume roles



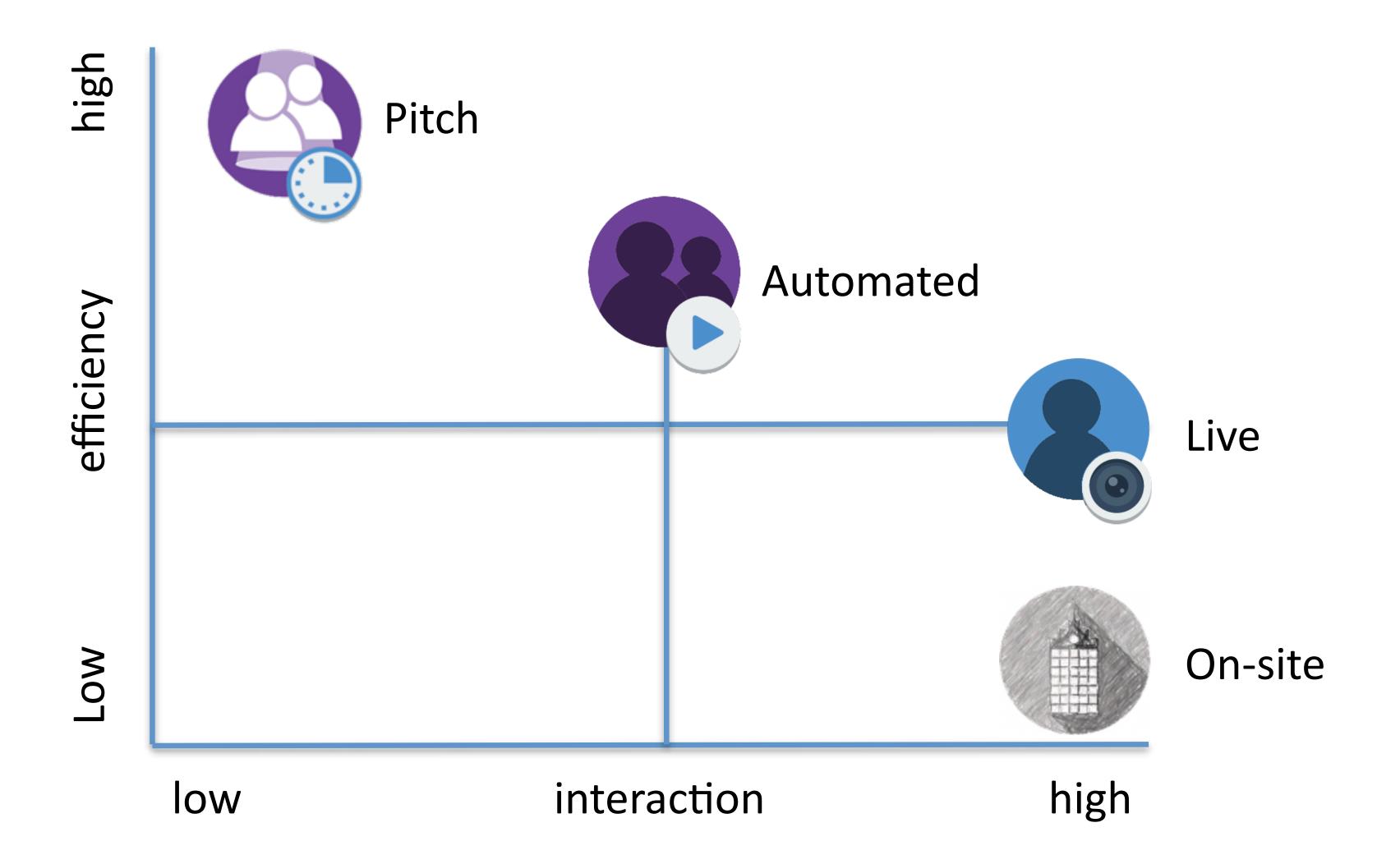
Automated

- Replaces phone screen
- Often used after CV selection
- Entry-level to Mid-Career



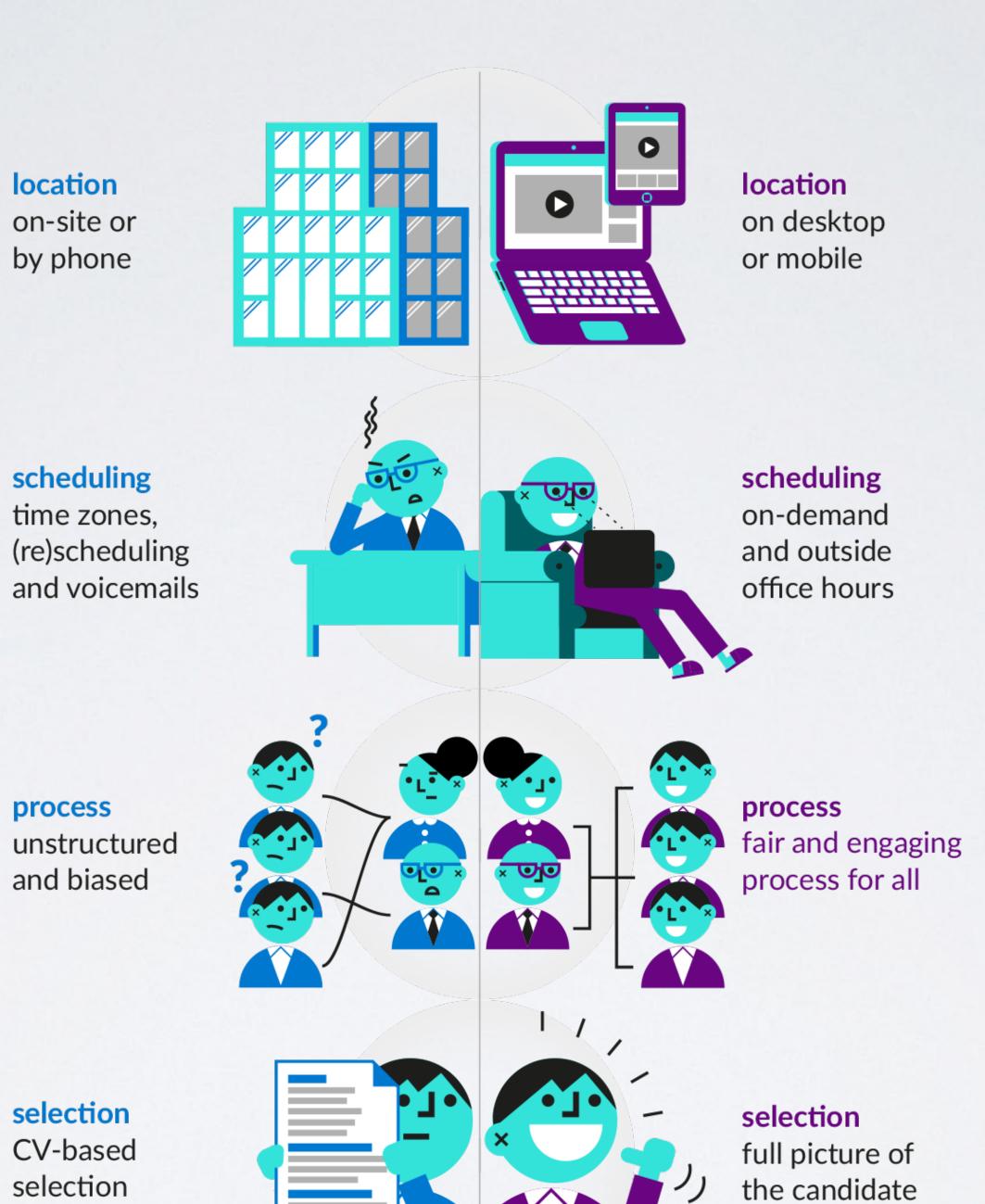
Live Interview

- Replaces 1st interview on-site
- Interaction focussed
- Mid-Career to Senior-Level



### **TRADITIONAL RECRUITMENT**

process



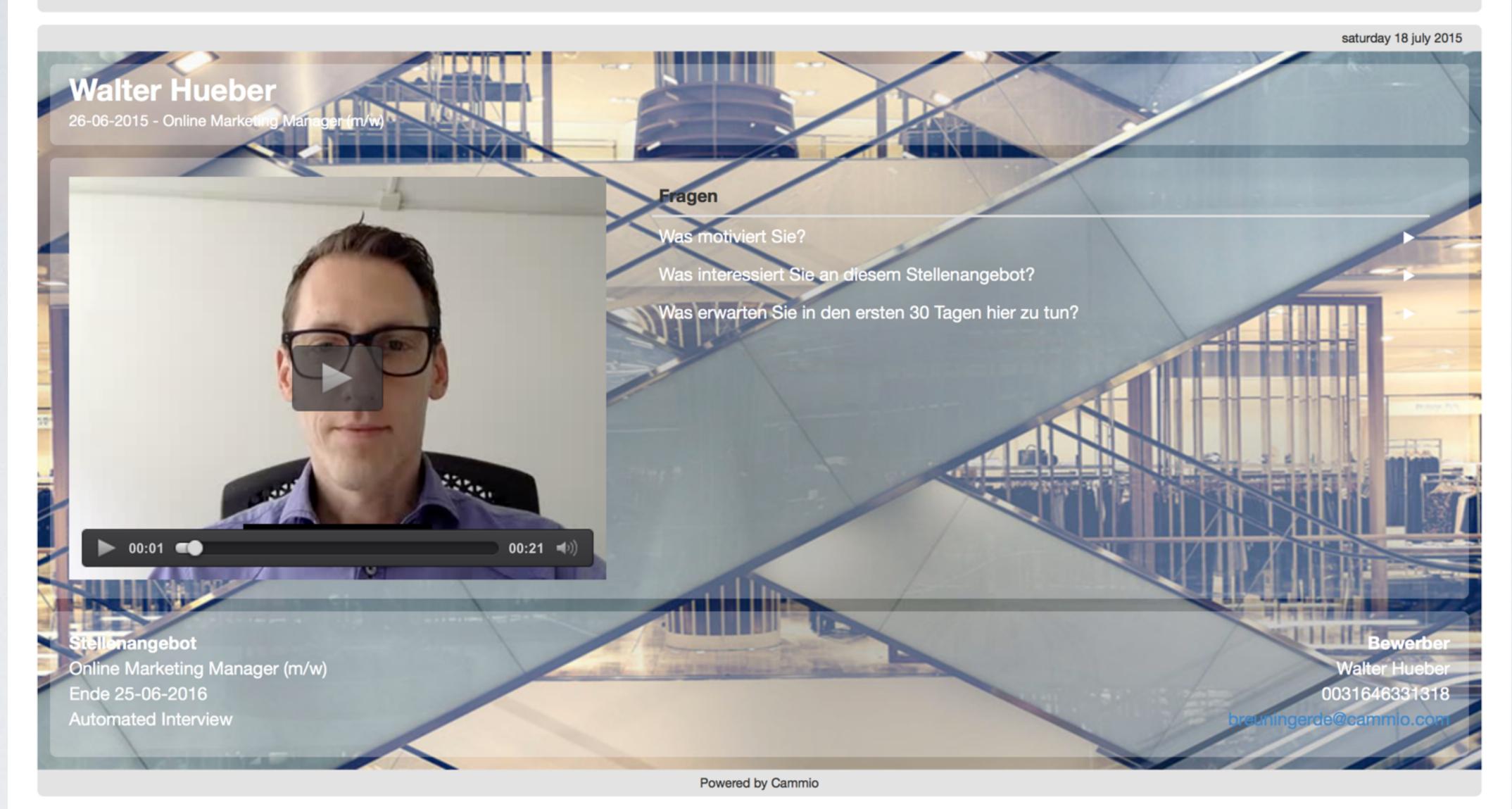
**VIDEO-POWERED** 

RECRUITMENT

cammio **Vacancies** Walter Hueber Interviews Live sessions Archive Library Account Cammio Account Manager 1 - 7 of 7 < > Invite reviewer Videos Questions Reviewers Invitations Interviews **Assessment Details Texts** 

Interview	Candidate	Date 🗸	Duration	Answers	Rating	
	Niddia Paauwe	23/11/2014	00:22:16	1 2 3 4	* * * * (6)	Actions ▼
	Vanessa Garro	20/11/2014	00:05:02	1 2 3 4	* * * * (12)	Actions ▼
	Alberto Gonzalez	04/11/2014	00:16:23	1 2 3 4	<b>★ ★ ★ ★</b> (7)	Actions ▼
	Bas Dirkse	02/11/2014	00:03:26	1 2 3 4	★ ★ ★ ☆ ☆ (5)	Actions ▼
	Marcel Rouwenhorst	31/10/2014	00:17:05	1 2 3 4	★ ★ ★ ☆ ☆ (5)	Actions ▼
	Sally Johnson	31/10/2014	00:04:26	1 2 3 4	* * * (6)	Actions ▼
	Walter Hueber	29/10/2014	00:03:40	1 2 3 4	<b>★ ★ ★ ☆</b> (5)	Actions ▼



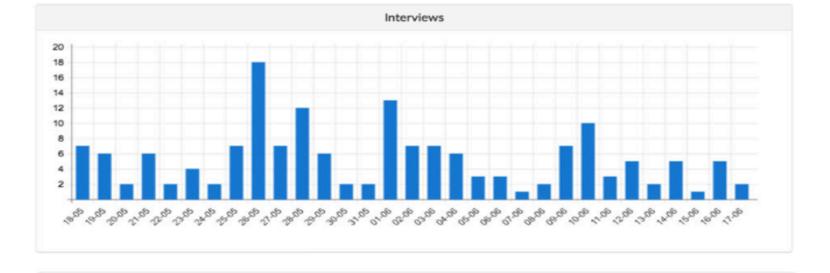








The average rating of all interviews



Geochart

Feedback Submitted

22

Candidates submitted feedback Interviews Shared

131

Number of interviews shared externally Reviewers Invited

95

Number of invitations sent to reviewers Reviews Received

89

Number of received reviews

Started Rate

**75%** 

Of 265 total interviews have been started Completed Rate

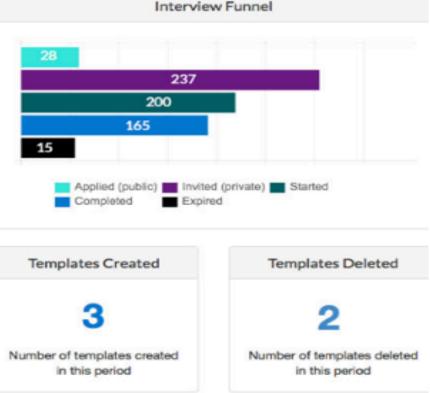
83%

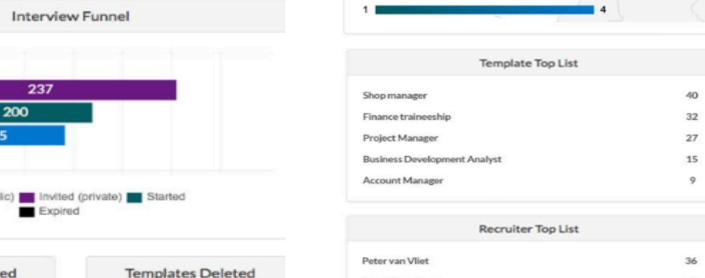
Of 200 total interviews have been completed Average Duration

00:03:01

The average duration of the recorded content







Recruiter Top L	
Peter van Vliet	36
Moniek Bouwer	31
Albert van Belzen	15
Barbara Tulp	10
Sander Rijken	8

The state of the s	
1	

Questions Top List	
Why are you looking for a new job?	59
Why do you want to work here?	39
What motivates you?	26
Where do you see yourself 5 years from now?	17
What makes you the best candidate for this position?	11



# case studies



1st Impression

Process Efficiency

In-sourcing

Sharing

High Quality

Customer Care

Central EMEA team

Native Speakers

Communication Skills

Remote hiring

Energy Level

Music Match

Innovation



## European Stability Mechanism



- Since early 2014
- Need for a fair and efficient process
- Replacing telephone screening
- Primarily automated interviews
- Across all job groups
- Usage driven by hiring manager demand

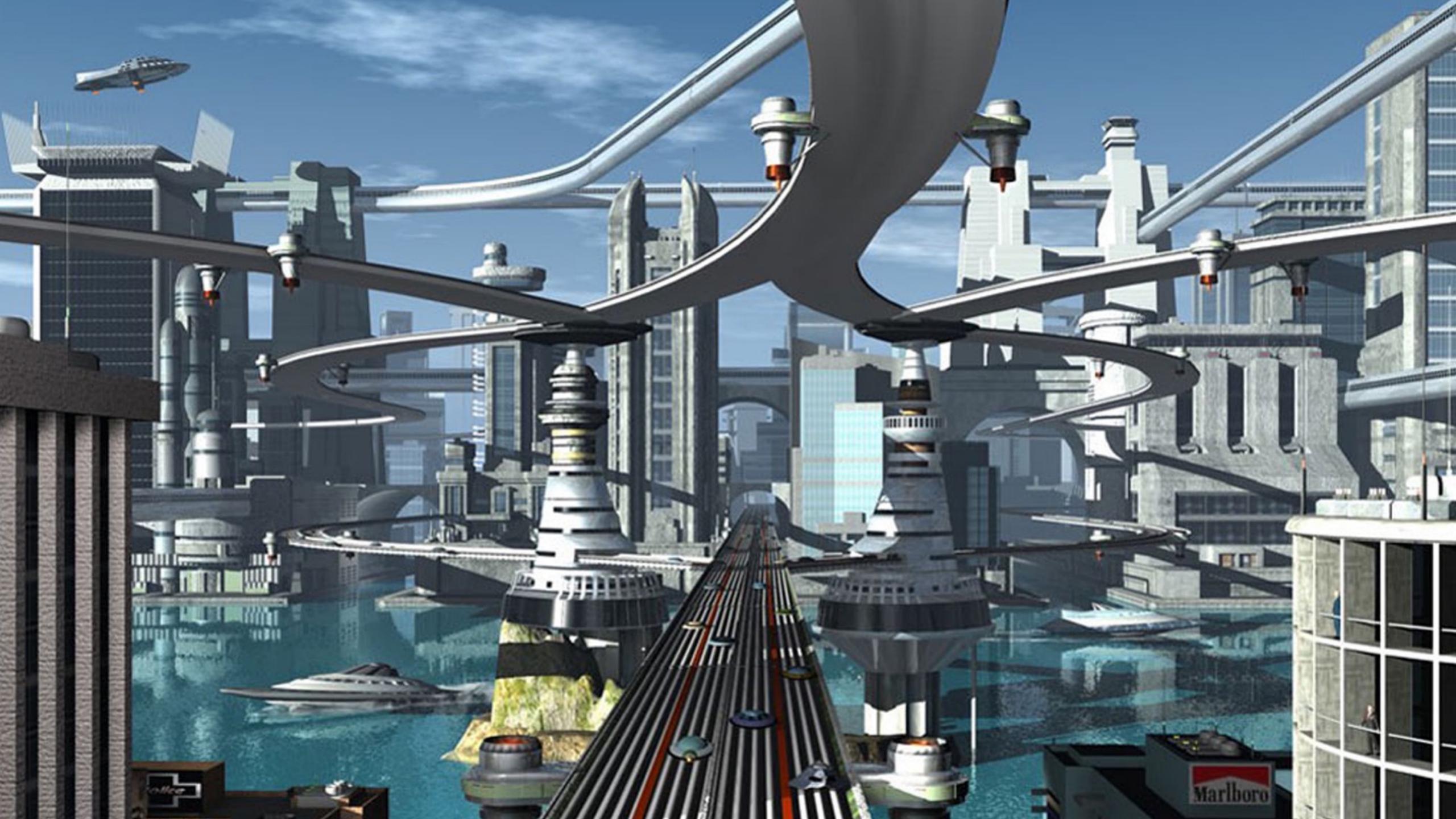


Ministry of Foreign Affairs

- Oktober 2014
- Combination with e-assessments
- Traineeship program
- 450 interviews in one day
- Candidates accross the globe
- Easy comparison and selection



- Research and Documentation Directorate
- 6 competitions / 2 grades
- Application deadline March 31st, 2015
- Remote structured interview
- French language skills
- Linked to interview at assessment centre
- Assess competencies in the field of law





search, index and match based on spoken content

### CLEARWATER

Personal Behavior Analysis



**Profie** 

Kandidaat is sterk gericht op analyse en correctheid van procedures. Creëert vanuit de logische redenatie en systematiseert korte en lange termijn doelen.

### **Eigenschappen**

Analytisch
Structureert zorgvuldig
Logisch redenerend
Scherp op zuiverheid van procedures
Goede luisteraar
Creatief
Incasseert (te) lang

### Routing

Zorgvuldig plannen en systematiseren op een creatieve manier.

### Kerncompetentie

Managen van inhoudelijke processen Effectieve oplossingen Analyse en onderzoek Combinatie creativiteit en oplossing Komt afspraken na

### **Aandachtspunten**

Te veel ratio
Relatie tussen mens en functionaris
De "(on)juiste" benadering

### Primair, secundair





### Samenwerking

Deze creatieve analyticus hecht waarde aan een goede taakverdeling en overzichtelijke werkprocessen die tot goede prestaties leiden. Richt zich op feiten in communicatie. Heeft een sterke discipline en een hoge arbeidsethos. Houdt zich aan de regels. Heeft een "procedureel" oog voor de mens achter de functionaris. Loyaal aan mensen die vertrouwd worden.

### Invloed

Kandidaat leidt door te helpen met overzicht te bieden en zich coöperatief op te stellen. In (macht)strijd is de neiging sterk mee te gaan.

### **Verandering**

Kandidaat zorgt tijdens veranderingen voor overzicht en dat processen er omheen inhoudelijk kloppen. Blijft afwegen om tot een goede prestatie te komen.

### Conflict

Kandidaat is van nature een goede luisteraar. Bij gebrek aan voorspelbaarheid van anderen leidt dit tot negatief oordelen en in het uiterste worden officiële kanalen overwogen. Waarheid gaat boven diplomatie. Weerstand neemt toe wanneer anderen openheid over persoonlijke overwegingen geven. Hoezeer deze ook relevant zijn in de situatie.

### Probleemoplossend vermogen

Lost het probleem op door de actualiteit in kaart te brengen met de voor- en nadelen zowel voor het werk als de werkomgeving.

### Perceptie en omgeving

. c. topino cin cingoting		
Analyse	Resultaat	Visie
Kandidaat ziet gelijkgestemde analytisch georiënteerde collega's als correct.	Kandidaat ervaart prestatie georiënteerde collega's als tempo makers maar ook als roekeloze regelovertreders.	Kandidaat ervaart visie georiënteerde collega's als weinig concreet en niet realistisch.
Kandidaat wordt vice versa gezien als consequent, zorgvuldig en betrouwbaar maar ook als bureaucratisch en voorspelbaar.	Kandidaat wordt vice versa gezien als saai en een zekerheidszoeker.	Kandidaat wordt vice versa ervaren als weinig empathisch en mechanisch.

# e-assessment based on video (face analysis)

