



PT WORK Force

Resumes Don't Tell You Everything...

Regina Hartley, VP human resources, UPS, began her [TED Talk on recruiting](#) by comparing two resumes of perfectly qualified candidates. She called one the “Silver Spoon” resume and the other the “Scrapper,” explaining that the “Silver Spoon” resume showed top notch and flawless experience and education. The “Scrapper” resume showed a bit of a bumpy road with less elite schooling and unrelated jobs along the way. Here are some of her reasons employers should look past the education and experience and offer all qualified “Scrapers” an interview:

- Making it through hardships shows perseverance, purpose and passion
- “Scrapers” are propelled to ask, “What can I do better next time?”
- Those who overcome adversity know the importance of successful relationships
- Companies that hire a diverse staff tend to outperform those that do not

Action Step:

Use resumes to determine whether candidates are qualified. Offer interviews to all qualified applicants—they might just blow your socks off when you learn their story in person.

