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DYNAMICS CON

Vegas

7 Habits of Highly Effective Hiring Teams

Why ERP and CRM Projects Slow Down Before Go-Live

By: Sevi Poblete



Why Listen to Me?

- 10+ years in recruiting in the Microsoft Dynamics ecosystem
- Worked with Partners, ISVs, and end users across ERP/CRM hiring
- Supported hiring across implementations, delivery, sales, and leadership teams
- Seen projects succeed and fail based on hiring decisions

SCAN ME



The strongest teams treat hiring like a delivery function, not an HR process.

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Reality Check

- Your ERP or CRM projects do not slow down because of the software.
- They slow down because the right people were not in place early enough.
- Hiring delays become delivery delays.

What Teams Are Experiencing

- GP/BC projects dragging past timelines
- F&O budgets getting stretched
- Consultants spread across too many projects
- Internal ERP ownership unclear
- Teams hiring after delivery pressure already started

Most hiring starts after the damage already began

The Hidden Problem

- Most ERP hiring processes were built for stable environments
- The Dynamics market is no longer stable

Reactive hiring creates reactive delivery

Open Roles Delay Revenue

- Every open role creates downstream operational pressure

OPEN ROLES DELAY REVENUE

Every open ERP role creates
downstream operational pressure.



**PROJECT READY
TO START**

Demand is there.
Stakeholders aligned.



**CRITICAL ROLE
STILL OPEN**

Key skills missing.
Hiring taking too long.



**DELIVERY
DELAYS BEGIN**

Timelines slip.
Costs increase. Teams stretch.



HIRING BOTTLENECKS BECOME OPERATIONAL BOTTLENECKS.

Talent Market Reality

- Most experienced consultants or candidates already have options before they enter the market.
 - Partner opportunities
 - End user leadership roles
 - Contract projects
 - Remote opportunities
 - Referral-driven outreach

Weak hiring processes lose strong candidates quickly and quietly.

What Candidates Say About Weak Hiring Teams



- *They don't know what they want.*
- *The process feels disorganized*
- *This project already feels doomed from the start*

The Cost of Delayed Hiring

Revenue Impact	Operational Impact	Financial Impact
<ul style="list-style-type: none">- Delayed project starts- Slower billable utilization- Revenue recognition pushed out	<ul style="list-style-type: none">- Consultants stretched thin- Burned internal teams- Increased dependency on partners	<ul style="list-style-type: none">- Paying for underutilized software- Implementation budget overruns- Delayed return on investment

The 7 Habits

1. Own the Outcome
2. Hire for Phase
3. Test Real Experience
4. Move Fast
5. Sell the Role
6. Build Pipeline
7. Reduce Friction with AI

Habit 1: Own the Outcome

- The Mistake - **Everyone participates nobody owns the outcome**
 - Unclear decision makers
 - Inconsistent interview feedback
 - Slow alignment

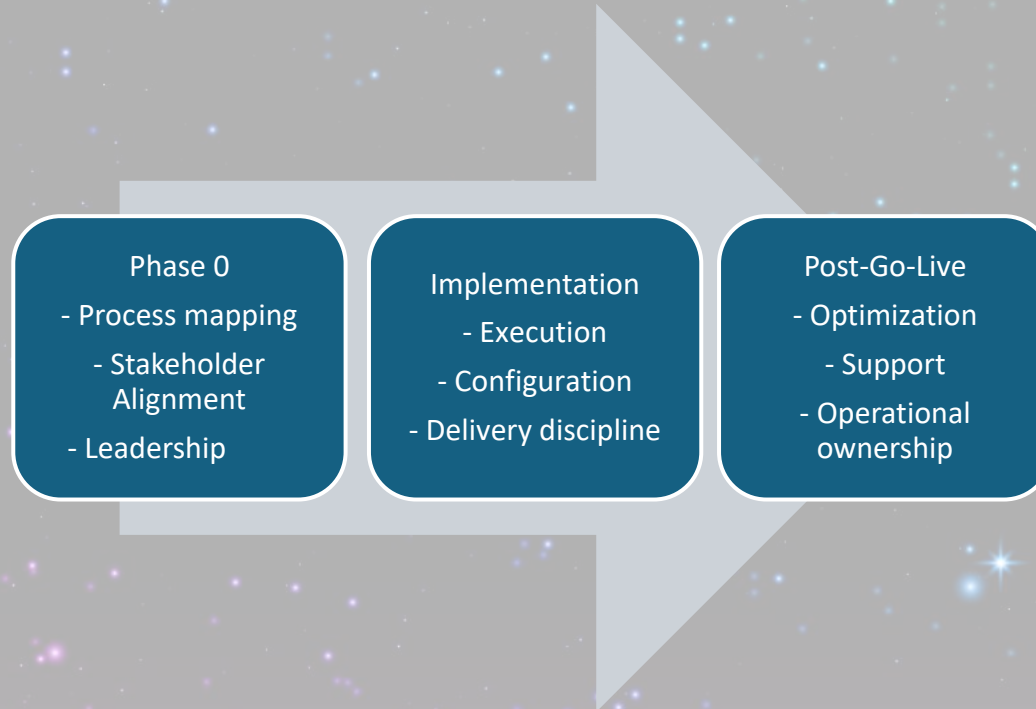
What Strong Teams Do Instead

- One clear hiring owner
- Defined interviewer responsibilities
- Fast feedback loops
- Aligned evaluation criteria

Strong hiring teams operate like delivery teams

Habit 2: Hire for Phase

- Different implementation phases require different people



Generic hiring creates specialized problems

Habit 3: Test Real Experience

Not all experience is equal

- Supported a project
- Led a project

- Configuration experience
- Ownership and decision-making

- Certifications and workshops
- Real delivery under pressure

Questions That Actually Work

- What broke during your last go-live?
- What did you fix first?
- Tell me what YOU owned during the implementation
- What's one decision you disagreed with and why?
- What did you actually design and implement?

Strong questions reveal ownership, judgment, and delivery maturity

Habit 4: Move Fast

- Strong candidates disappear inside a slow hiring process.

- 5 interview rounds
- 2-3 focused conversations
- Delayed feedback
- Feedback within 24-48 hours
- Internal misalignment
- Clear evaluation criteria

Slow hiring creates delivery delays before projects even begin

Habit 5: Sell the Role

- Strong consultants evaluate more than compensation

"We need help fast"
 "Here's the impact you'll own"

- Scope and ownership
- Leadership quality
- Implementation maturity
- Growth opportunities
- Flexibility and autonomy

Candidates join teams they believe in

Habit 6: Build Pipeline

- The best hiring teams recruit before they need help
 - Build relationships early
 - Revisit past candidates
 - Keep strong talent warm
 - Continuously market map the ecosystem

Weak hiring starts after the resignation

Strong hiring starts long before it.

Habit 7: Reduce Friction with AI

- AI should reduce hiring friction, not replace human judgment.
 - Interview summaries and transcription
 - Structured scorecards
 - Faster interviewer alignment
 - Candidate comparison support
 - Reduced admin

The best teams use AI to accelerate alignment and execution.

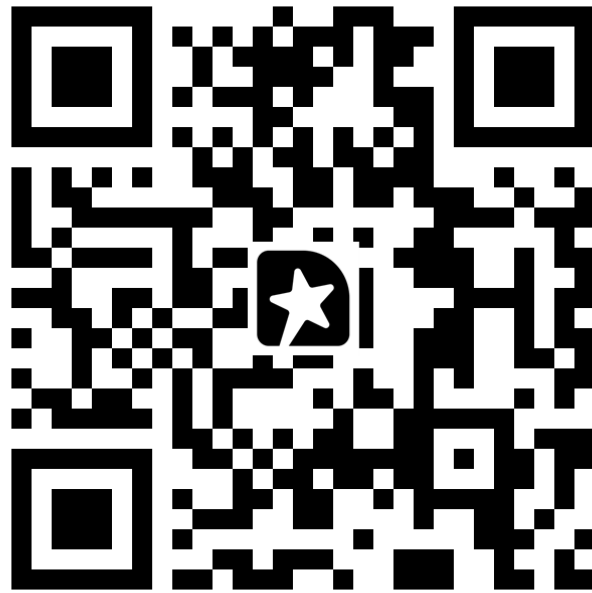
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Hiring maturity directly impacts delivery outcomes

Thank You!

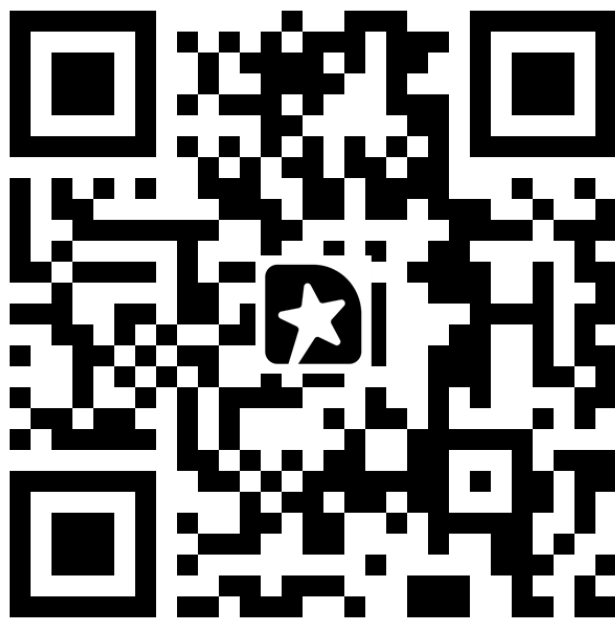
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Q&A



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