TL;DR:
A bad hire costs far more than just salary and recruitment fees, because it also saps productivity, drains management time, damages team morale, and can even push good employees out, all of which undermines customer service and long-term growth.

Most leaders underestimate these hidden costs, yet research suggests many hires fail within the first 18 months, and replacing someone often costs well over the basic recruiting expenses.

The guide explains how poor hiring decisions compound over time and offers practical steps to reduce risk through clearer role definitions, structured selection, and better onboarding.