



**Your Competitor Just Hired  
the Designer You Ghosted.  
Again.**

*“Hey, Just Checking In...”*

She nailed the stakeholder empathy.  
Her case study reflected real product thinking.  
She asked better questions than your PM.

And then... silence.

No response for two weeks. No feedback. No closure.

By the time your team circles back, she’s joined your competitor.  
And you’re left wondering—again—how did we lose another great designer?

Spoiler: you didn’t lose her. You ghosted her.

Let’s break down how broken UX hiring pipelines are repelling top design talent—and why your competitors are winning without even trying harder.

**Simon Carson**  
[www.carsonharris.co.uk](http://www.carsonharris.co.uk)  
**+44 07498 396 710**



## UX Designers Know When They're Being Ghosted

### Designers notice silence.

- They are literally trained to interpret nuance, timing, and tone. You think you're being "neutral"—they know they've been dropped.

### Designers talk.

- UX is a tight community. When a company ghosts someone, it doesn't stay private. You're building a reputation—and not the kind you want.

### Designers are in high demand.

- With the design-to-engineering ratio shrinking, top designers are fielding multiple offers. If your hiring process doesn't move, they do.

You think you're being "neutral"—they know they've been dropped.

## How You're Accidentally Telling Designers to Leave

Let's walk through a common pattern:

1. Week 1: You love their portfolio.
2. Week 2: A few rounds of interviews.
3. Week 3: Internal indecision. Someone thinks they want to see more candidates.

- Week 4: No response. No updates. Nothing.
- Week 5: The candidate emails to check in. Gets no reply.
- Week 6: They accept an offer from another company—one with half the drama and twice the clarity.

You didn't "lose" that designer. You actively disqualified yourself.

## Why Great Designers Drop Off Your Radar

### ✗ Your Process Prioritizes Perfect Over Qualified

You're chasing a "unicorn" who can:

- Design, research, write copy
- Present like a CMO
- Prototype like an engineer

So you screen out people with real-world skills who aren't theatrical in interviews. And your competitor? They hired that "less polished" designer—and they're shipping great product now.

### ✗ You Wait to Finish the Slate

If someone wows you in Round 2, what are you waiting for?

The best designers don't wait around to be "compared to the others."

### ✗ You Use the "Black Hole" Candidate Experience

Designers send portfolios into applicant tracking systems—and never hear back. No feedback. No update. No signal.

If you treat candidates like bots, don't be surprised when they ghost you.

## What Your Competitor Did Differently

Here's how smart product orgs are hiring UX designers right now:

### ✓ They Streamline the Process

Their designs evolve quickly through feedback and user testing—not by chasing Dribbble likes.

### ✓ They Treat Designers Like Collaborators

Design interviews feel like working sessions, not performance art.

They talk design systems, product tradeoffs, real-world constraints—not abstract whiteboard games.

## ✓ They Respect Designers' Time

- Quick feedback loops
- Clear expectations
- Defined timelines

Candidates know where they stand. That's trust-building 101.

## ✓ They Hire for Thoughtfulness, Not Theatrics

Instead of obsessing over presentation polish, they look for:

- Systems thinking
- Product empathy
- Cross-functional maturity

Some of the best designers aren't flashy. They're quietly brilliant. And they're exactly the ones you keep ghosting.

# The Cost of Losing One Great Designer

## ✓ 1. Replace Portfolios with Deep Dives

Let's do some math:

- Time spent sourcing? 20–30 hours
- Interviewing, scheduling, internal feedback? 10–15 hours
- Opportunity cost of an empty seat? Easily 4–6 weeks of slowed product delivery
- Reputation damage in the design community? Harder to measure—but it compounds

Now multiply this by every designer you ghosted in the past 12 months.

How's that pipeline looking?

# So Why Are You Still Ghosting Designers?

## ✖ Because No One Owns the Candidate Experience

In many orgs, no one is directly accountable for candidate communications. That's why it falls apart when someone's on vacation or "waiting on feedback."

## 🕒 Because You Overengineered the Funnel

Too many rounds. Too many approvals. Too much fear of making the wrong call—so you make no call.





### **Because You're Optimizing for Consensus, Not Confidence**

If one panelist “didn’t feel a spark,” the hire stalls—even when others are aligned.

Your competitor? They made a data-driven, feedback-informed decision.

## **How to Stop Losing Designers to Ghosting**

### **1. Create a “Fast Track” for High-Signal Designers**

If someone scores high on portfolio review and problem framing—accelerate. Book all interviews within 3–5 days. Pre-block offer approval.

### **2. Give Feedback Even If It's a No**

Feedback creates trust—even when the answer is “not this time.” You’re far more likely to keep a door open for a future hire if you give them something real to walk away with.

### **3. Set SLA Rules Internally**

- Initial response: < 48 hours
- Interview scheduling: < 72 hours
- Post-interview decision: < 48 hours

Create accountability. Make candidate experience a KPI.

Feedback creates trust—even when the answer is “not this time.”

---

## 4. Treat Candidates Like Future Collaborators

Every touchpoint is an opportunity to show:

- What your product culture is like
- How your team works together
- How feedback and clarity are core to your process

If you show that in the interview, you don't have to sell them on the offer—they already want in.

## **Stop Ghosting Talent You Can't Afford to Lose**

The market for UX/UI designers has evolved—but many hiring processes haven't.

If your team is still slow, disorganized, and unclear with candidates, you're not just losing designers—you're training the entire design community to avoid you.

Your competitor didn't beat you on salary.

They beat you on clarity, speed, and respect.



---

## Ready to Build a UX/UI Team That Moves the Needle?

At Carson Harris Associates, we connect ambitious companies with UX and UI professionals who don't just make things pretty—they make things work. Whether you need user researchers, product designers, or UI specialists, we help you hire talent that understands design is about solving problems, not just adding polish.

Ready to hire designers who solve problems, not just decorate them? Let's talk. I help teams find UX/UI talent with brains, not just Behance bait.

Don't settle for portfolios that impress but don't convert. Work with a partner who knows the difference.

**Simon Carson**  
**Carson Harris Associates Ltd**  
**+44 07498 396 710**  
**[sc@carsonharris.co.uk](mailto:sc@carsonharris.co.uk)**  
**[www.carsonharris.co.uk](http://www.carsonharris.co.uk)**



## About Us

Carson Harris Associates was founded by Simon Carson in 2004 as an executive search firm specialising in UX/UI, software engineering and app development.

Simon has over 30 years of experience in the industry, having served previously as the Sales Director of US based, Management Search International. As Managing Director of Carson Harris, Simon oversees our business development and client relationship management, and is on hand to provide one to one guidance on all aspects of the hiring process.

Our delivery teams are based in London, Dublin, and Nairobi, and our consultants have hands-on experience in their specialist fields.

With collaboration always at the heart of what we do, our partner companies now range from startups to globally recognised brands.

At Carson Harris, we've got a proven track record of consistently securing desired outcomes for the companies we work with.

Generating CVs and portfolios is the easy part of recruitment. Understanding the talent behind them is where Carson Harris excels. We give our partners solutions rather than options.

**Carson Harris Associates Ltd,**

**[www.carsonharris.co.uk](http://www.carsonharris.co.uk)**

**+44 07498 396 710**

## Testimonials

“We’ve been using Carson Harris for over five years now, since our early startup days, and they’ve been an integral part of our journey. From the outset, they became our first choice for product and UX roles—two areas that are absolutely crucial to the success of our company. Their deep understanding of our needs and ability to deliver top-tier talent has been key to our team’s growth”

**Hemal Vaghela**

“Carson Harris have been on our PSL for many years and always one of our first go to’s for software devs and UX designers. They build proper relationships and the calibre of candidate they provide is always top notch. I’ve dealt with dozens of agencies over the years and Carson Harris will always be one of my favourites for the professionalism they provide as well as the relationships I’ve built with them. Could not recommend them more highly!”

**Sarah Lamontagne**

“ I have used Carson Harris for both perm and contract placements and wholeheartedly recommend them. I always feel incredibly well taken care of and like I am their number one priority. The quality and speed of the short-listing is unmatched and the way they understand how to pitch my company and to manage the candidate flow is great. No-nonsense, refreshingly honest recruiters.”

**Adina Kuse**