

Sometimes, I get by with a little help from my friends.

(with apologies to The Beatles)



Were The Beatles futurists? Or maybe they just had uncommonly good common sense? These days, the pressure is on. Do more, spend less. Work smarter. Think outside the box. We're constantly expected to be more creative, innovative and productive.

Sometimes, the best way—and occasionally the only way—to get by is with a little help from our friends ...and our colleagues...and our managers...and even our vendors.

Do you need anybody...

At times, we just don't have the resources to go it alone. There's simply more to do than time to do it in. In other instances, a third party's expertise or perspective can be invaluable, providing information we don't have or insight we didn't realize. And of course, sometimes the most cost and time-effective alternative is to call a specialist for help...a friend who can help us do things better and faster.

I just need someone to...

...help me get more done. Okay, not quite The Beatles, but when it comes to getting your work done, the right staffing partner can be someone to love. A good relationship with the right staffing specialist can help

you to reduce hiring costs, eliminate recruiting and employment headaches, accelerate the hiring process, and help ensure your company's long-term success.

Could it be anybody...

A *good* staffing service can offer a great deal of staffing expertise and perspective because they deal with so many different employers. They are also very willing to work closely with you— just ask for their input.

Most staffing needs are about filling gaps in your organization. Whether it's providing qualified temporaries for fill-ins, seasonal needs or special projects, or delivering professional recruiting services, a staffing firm that understands your needs and expectations can make your job much easier, and deliver the results demanded by department heads throughout your organization.

The key to a successful staffing relationship is developing a relationship of mutual trust, and that comes through open communication. Make sure that your staffing vendor clearly understands and consistently meets your expectations. And invest a little of your time to get to understand your vendor's capabilities, so you can take maximum advantage of their resources.

Getting by with a friend...

Here are a few of the benefits of making a closer friend with a quality staffing provider:

- Faster response to your job orders
- Higher quality candidates—better skills and fit
- Reduced time to fill your orders
- Fewer problems (no-shows, quality issues)
- Shorter ordering process
- Less training / orientation expense
- Greater peace of mind



Sometimes feel like you need saving?

Let your friends in the staffing industry help put you back on top.

Here are a few suggestions to help you develop the best possible working relationship with your friends in the staffing industry:

1. Set expectations.

- Performance levels - ordering lead times, response times
- Quality standards - define what your organization expects, ask service not to underfill or overfill positions, and in turn, agree to request exactly what you need

2. Train the staffing supplier.

- Your work environment - what types of people will be most likely to succeed?
- The personality styles of managers and supervisors - what are they looking for?
- Timing and scope of needs - when you'll need people, how many, what type?
- Orientation or training desired - what would help maximize productivity?
- Appropriate quality control checks and follow-ups - how much is enough?

How a friend helps your business get better...

- Access to proven staffing ideas
- Outside perspective on staffing needs
- Increased probability of success
- Reduced risk
- Improved employee morale
- Long-term cost reduction
- Improved productivity

3. Communicate needs clearly to service staff.

- Develop a relationship with a service coordinator you trust - save time in ordering, and increase quality of service and applicants

- Learn names of back-ups (others in the staffing company) with whom you can work
- Placing orders (new requirements and repeat orders) - what information to send, how best to communicate (phone, fax, e-mail), best time to call

4. Get to know vendors and their capabilities.

- Full range of services offered
- Geographic areas serviced
- Willingness to adapt their services to your needs
- Training, testing and orientation capabilities

Getting better all the time...



To truly do more with less requires that improvements be made in the way your business operates. And if your business is like most, people are the core of your operations.

To make the people part of your operations more efficient, consider new approaches for staffing. Your friends in the staffing business can help you look at strategies for using staffing as a strategic tool to accomplish corporate goals such as controlling personnel costs, improving productivity, and reducing employment risk.

The following are some of the ways staffing firms can be used as a strategic resource:

1. Planning for future staffing needs.

- Project planning - plan types of people needed and timing of need
- Test marketing / trial operations - using contingent staff to pilot operations

- Seasonal and peak demand staffing - develop a strategy to maximize productivity and minimize cost
- Salary surveys - keep abreast of market pay information to help attract top candidates

2. *Developing staffing strategies.*

- Work flow analysis - develop efficient staffing models
- Staffing problem evaluation - resolve turnover, morale and other staff problems
- Hyper-growth staffing - create strategies for candidate recruitment and training
- Focus on core business activities - outsource areas of little or no competitive advantage

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Regardless of your position, if you deal with staffing issues, a better relationship with your staffing vendor can offer valuable insight, perspective, and resources to help you accomplish your objectives. Staffing firms have become much more than just providers of labor. They now can offer solutions to a great many business problems, but the relationship has to start with you.

Of course, your staffing vendor will only have as good a relationship with you as you allow. Whether they become a real resource or just another supplier, is up to you. And these days, couldn't we all use an extra friend to help us get by?

How to get by with a friend

Here's a few ideas that can help you develop better relationships with your friends in the staffing business:

- Invite your staffing sales and service reps to tour your facilities.
- Ask your staffing vendors to document information about your work environment, and share this information with anyone who fills orders for your firm.
- Document your service requirements.
- Hold periodic reviews with your service coordinators to provide candid feedback.
- Introduce the staffing firm's service reps directly to hiring managers.
- Tour your staffing firm's facilities. See what services they offer and how they fill orders.
- Provide orientation materials (brochures, videos, employee guides) that your staffing firm can share with candidates.
- Strengthen your internal communications. Clearly define the types of people you need— and don't forget to include skills, experience and behavioral traits!
- Develop a standard form for ordering staffing services (verbal orders are easier to misinterpret). Be sure to include duties and work environment information. You may even want to work with your staffing service to develop a form that coordinates with their candidate search process.
- Get to know the managers and senior executives from your staffing firm.