

Trade secrets. They're what every competitor wants. And today, we're giving them to you!

Here are our best "secrets" for getting great people and maximizing the performance of temporary employees.

T I P S F O R U S I N G

Great Results

S T A F F I N G



TIP #5

BEHAVIORAL TRAITS COUNT

When defining jobs, consider the personality traits that will make someone successful, and use those traits as part of your hiring criteria.

TIP #6

GIVE AND GET

In all relationships, what you want to get depends on how much you give. To foster mutual trust and understanding, give your staffing provider as much information as you can about your company, your goals, and your corporate culture. Better yet, have staffing reps tour your facility to gain a true appreciation for your work environment.

TIP #7

RETURN ENGAGEMENTS

If you are especially pleased with a temporary employee, let the staffing firm know! When possible, they can schedule these people for future assignments. Repeat temporary workers can be hard to get, so allow as much lead time as possible. To help further tip the scales in your favor, let top temporaries know that you value their effort. Positive encouragement makes them want to return.

TIP #8

FINANCIAL REWARDS

To reduce turnover for particularly mundane assignments, consider offering small completion bonuses. Financial incentives can be a great motivator—and they don't have to cost a lot.

TIP #9

PLAN AHEAD

Request temporaries as far in advance as possible. The more lead time you give a staffing company, the more likely they will be able to find the right person for the assignment.

GETTING THE PEOPLE YOU WANT

TIP #1

PRIORITIZE SKILLS AND TRAITS

When creating job descriptions, rank skills and traits by their importance. Break them down into three areas: required, important, and nice to have. Most staffing companies search for people by required skills, and many can rank order candidates by capabilities.

TIP #2

TAKE ADVANTAGE OF TESTING

Find out what kind of testing your staffing company uses, and learn what the scores really mean. To develop a useful benchmark, consider sending one of your top employees for testing.

TIP #3

MAKE YOUR NEEDS KNOWN

Staffing companies interview many applicants for similar positions. Be sure to keep your representative aware of changes within your organization, and tell them to keep their eyes open for you.

TIP #4

MAKE JOBS DESIRABLE

It's an employee's market. So, the more appealing you can make the job, the better. With temporary jobs, pay is usually the number one factor, but it may not be everything. Flexible work schedules, training, full-time opportunity, or other benefits can be equally compelling.

INSIDE
INFORMATION
FROM
ALTRES
STAFFING



PLAYING TELEPHONE

As a kid, did you ever play the game of telephone? The game was simple: someone made up a story, and then passed it along from one person to the next. By the time the message reached the last person, it had been completely changed.

Getting a job description through most organizations is just like playing telephone. By the time the information reaches the person doing the recruiting, it has been so distorted that it no longer represents the true need. Yet, a thorough job description is just as critical to a temporary assignment as a full-time hire.

To improve communication (and cover your own tracks) make sure job descriptions are in writing. Include all the specific skills the candidate must have to succeed (ranked in order of importance), the behavioral traits the candidate needs to fit in the corporate culture, and finally, a detailed explanation of the job objectives and responsibilities.

MAXIMIZING THE VALUE OF TEMPORARIES

OFFER AN ORIENTATION

To minimize the start-up time for temporary employees, work with your staffing supplier to create a custom orientation program. Provide company brochures, annual reports, or orientation videos to share with temporary employees. Also, provide directions to your facility and an overview of your company's policies and expectations.

PROVIDE ADEQUATE TRAINING

Arrange on-the-job training on specific systems, machinery, and operating procedures. Also, ask temporary employees to practice their software skills using training your staffing service offers.

SET CLEAR EXPECTATIONS

Define job duties at the start of every assignment. Whenever possible, provide a written description of job functions to contingent employees. This will allow the employee to log their activities and go on to new tasks more independently.

Manage temporary employees as you would full-time personnel. Set goals, performance measurements, and task deadlines. Hold contingent workers accountable for performance.

ENCOURAGE TEAMWORK

Don't treat temporaries as "temps." The biggest complaint among temporary employees is how they're treated on the job. Make them feel like part of the team—it entices them to give 100%.

Make contingent employees feel included. Where it makes sense, ask them to participate in meetings, training, incentive programs, and other team-building opportunities. Also, be sure to include them in relevant communications.

Continuously improve motivation programs for your entire staff. Everyone can be more productive in the right work environment.

PROVIDE A CHALLENGING ENVIRONMENT

Encourage contingent workers to beat performance standards set by other employees. Also, ask them about their skills—you may discover additional strengths and capabilities. Then engage temporary employees in stimulating assignments to increase the likelihood that you'll retain them.

MAINTAIN HEALTHY COMMUNICATIONS

Provide feedback, especially during the first few days on the job, while performance expectations are being established.

Encourage co-workers to help out during the early days of on-the-job training.

Ask for input. Contingent employees can offer fresh eyes to spot problems you may be too close to the situation to see.

Be approachable. Let contingent workers know you're available to answer questions.

Don't ignore core employees—make sure they understand that temporaries aren't a threat.

CREATE A WIN / WIN / WIN

By putting these ideas into practice, everyone comes out a winner. You'll get better results from your staffing effort, your contingent employees will have a fulfilling work experience, productivity will improve, and your core employees will be happier and less stressed—and so will you!