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Spotlight...



Highlighting A Different "Crown-Jewel" In Each Issue

Indianapolis, Indiana

Indiana has long been known as the Crossroads of America because of its central location and criss-crossing interstates. This geography makes it a natural location for companies to locate their distribution centers here. The western edge of Indianapolis has grown with major business parks from Whitestown to Ameriplex. To better serve this area, Crown has opened a second office strategically located in the heart of it all in Avon, Indiana.

Whether you need a forklift driver or an administrative assistant, the Indianapolis district of Crown Services has you covered. Give us a call for all your staffing needs. We'll answer the phone by the second ring!

Avon 317-272-2126
Indianapolis 317-876-2972



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PRESIDENT'S MESSAGE

Dear Valued Client,

Our primary objective is to create a successful alliance where we focus our resources on understanding your company's business goals and providing only performance-oriented candidate referrals. As your human resources partner, our goals and objectives are the same as yours: the best candidate matched to every new opening so you can minimize your interview and evaluation time and maximize your new hire success ratio.

Sincerely,
R. W. Diana
CEO/President



Managing Stress Successfully

No one understands the stress of change better than a human resource professional, because every human resource professional knows that nothing is as certain as change in today's workplace. Whether it's the CEO, a middle management executive, or a line worker, from a psychological point of view nothing is more difficult to deal with than eminent changes to the *status quo*. Here are some strategies that can help make change less disruptive.

Encourage acceptance of the fact that change is inevitable. Rather than wasting time and energy wishing for life to settle down and return to normal, it's far better for employees to focus on anticipating the positive aspects of the new order of things.

Consider the value of distraction. Because change always increases feelings of stress and

tension, this is an opportune time to integrate special employee activities, such as work groups, project teams or athletic leagues.

Give massive doses of reassurance. Focus on those things that remain constant—and the beneficial aspects of what's to come.

Encourage employees to avoid additional sources of change. When overwhelming changes occur in an employee's work environment, he or she should try to minimize changes in their personal lives.

Encourage employees to help facilitate change for others. Utilize the talents of those employees who recognize the positive nature of change. They can help you create an atmosphere of calmness, optimism and humor which, in turn, can help others adapt less stressfully. ❖



EFFECTIVE SUBSTANCE ABUSE PROGRAMS

It's estimated that between seventeen and twenty percent of workers use alcohol or other drugs on the job. And, according to the National Institute on Alcohol Abuse and Alcoholism, the estimated annual cost to U.S. businesses is in excess of \$275 billion.

Drug-free workplace programs (DFWP) are already mandated for employers who receive more than \$25,000 in federal funding. In addition, the Department of Transportation and the Department of Defense have also established additional requirements for substance abuse programs to be in place at companies they deal with on an oversight or contractual basis. It makes good business sense to provide a DFWP:

- Absenteeism can be diminished.
- Medical costs can be reduced.
- Accidents can be prevented and workplace safety enhanced.
- Employees' lives can become more productive.

An effective DFWP should include a

written substance abuse policy. This policy should clearly define the program's objectives, the company's expectations for workplace behavior, the prohibitions against the use of alcohol or illegal drugs (including pre-employment and random drug testing policies, if applicable), and the consequence of violating these prohibitions.

The program should also include substance abuse education for all employees, training for all supervisors defining their role in the program, an independent review of positive test results by a certified drug testing laboratory medical review officer, and resources for employee assistance programs, including drug and alcohol assessment and referral programs.

Even if your company isn't required to establish a DFWP under federal requirements, creating such a program can help improve your company's bottom line, improve safety, enhance productivity, morale and help your employees live healthier and more rewarding lives. ❖



Creating Effective Teams

Teams get bogged down when individual members of the team are pulling in different directions. This is often the result of an unclear focus which can lead to discord, confusion and a lack of progress. Here are four simple steps to keep your team on-track:

Step One: The leader should set the pace, resolve conflicts, and call attention to any difficulties experienced during an open forum. He or she should summarize the current status (good or not-so-good) in a nonthreatening, nonevaluating manner.

Step Two: The leader should offer a generalized assessment—such as, “We seem to be falling behind in our scheduling ...” —and solicit input from all team members. All comments should be considered and discussed.

Step Three: The leader should summarize succinctly the group’s perceptions.

Step Four: Once all issues are out in the open, the leader should suggest any necessary changes in the team structure or procedure that will improve the cohesive nature of the group’s efforts.

It is the team leader’s role to keep his or her group focused and moving toward the completion of objectives and the attainment of goals. One positive way to do this is to lessen “win-lose” thinking among the group’s individual members and reinforce the notion of “win-win” cooperation within the group as a whole. ❖



Temps Solve Today's Challenges

It should come as no surprise to anyone that today’s business model is in a constant state of flux—three steps forward today, two steps backward tomorrow. Is the economy gaining forward momentum?—That depends on who you ask!

In times like these, the utilization of temporary workers offers companies like yours the advantages of day-to-day flexibility in an unpredictable marketplace. They can be a key strategic factor in your overall plan to stay lean and remain competitive.

Employers in every business sector recognize that there are many advantages to utilizing temps from an agency like ours during times when productivity demands are in a state of flux. The principal advantages include: head-count flexibility, because temps only report for work for as long as you need them—when the project or peak time is over, we handle the downsizing for you: no payroll costs; no income or unemployment taxes to withhold; and, no benefit costs to add to your overhead.

As management strategies move toward a more fluid and flexible manipulation of the workforce—one capable of responding quickly to the surges of today’s supply and demand economic trends—supplementing your core staff with temps makes good business sense. The most successful integration of temps into the workforce occurs when a company, like yours, and a staffing agency, like ours, forms a dynamic partnership that not only reacts to the variable nature of your workforce needs, but actually anticipates them. This multilevel approach—combining our understanding of your staffing needs and short-term objectives with our access to an infinitely variable pool of well-qualified temps—can help you keep your workforce lean, responsive and competitive. ❖

