

# **CROWN** *Chronicle*

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American Staffing Association



STAFFING SPECIALIST

*"Your Quarterly Guide To Personnel News Update"*

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## PRESIDENT'S MESSAGE

Dear Valued Client,

Unfortunately, the worldwide economic recovery we all hoped for is still a matter of major concern. More than ever, finding the perfect new hire for any opening is critical to giving your company a competitive edge. We can help you make those tough hiring decisions easier. We take the time to understand your strategic goals and match applicants specifically to your company's requirements so you get the results you need quickly and efficiently. A new year always brings hope and promise. Our promise is to provide you with cost-effective solutions for all your staffing needs.

Sincerely,  
R. W. Diana  
CEO/President



# Low-Cost Strategies For Effective Cross-Training

## Exit Interviews Yield Valuable Insight

The economy may be sluggish and staff levels may be lean, but wise human resource managers know they still have to keep their employees sharp and honed to stay competitive. Far too often, upper management only sees the downside of employee training. First, training takes employees away from their work, often just when they are needed the most. Second, training programs, travel expenses, employee accommodations, etc., can often add-up to a pretty stiff price tag.

If continuous employee learning is critical to your firm's success strategy, then you may need to develop innovative training models that are more cost-effective than traditional, instructor-led classroom training. Here are some of the low-cost ways to set up training programs attracting interest these days.

- **Train One—Teach Many.** Depending on the topic, you can select your best employee to attend a specific workshop. Then, when he or she returns to work, that employee teaches everyone else.

- **Consider E-Learning.** There are a wide variety of learning technologies that deliver training online in real time. The field of “distance learning,” or web-based corporate training, is expanding by leaps and bounds. There are now many reputable, proven, affordable online training options from which to choose.

- **Community Colleges.** The “forgotten” gold mine of business-related training programs, these are generally funded by public, state and city grants and can provide a versatile and efficient resource for employee training programs during off-work hours.

- **Multi-Company Programs.** A group of “non-competing” companies will arrange a “non-proprietary skill” training program that will benefit their employees. Then, through the local Chamber of Commerce or Manufacturers' Association, they open the enrollment to local small-business owners for a nominal fee per seat.

With so many variable options, even the most hard-pressed human resource executive should be able to discover affordable, time and resource efficient ways to keep his or her company's competitive level high—and employee training costs low. ❖



Departing employees can reveal subtle details about the good and not-so-good aspects of their day-to-day work experiences within your organization. Their comments, when considered individually and collectively over a period of time, can become the catalyst for change where change is needed—and, can also be used as a blueprint for retaining good employees in the future.

Exit interviews can provide you with an excellent opportunity to gather key information about your organization's internal “health” that might not otherwise come to the surface. It's unlikely that every employee exit interview will give you a gem of wisdom to act upon. But, over time, you probably will begin to detect patterns that may indicate the need for change, or comments that will substantiate the fact that most employees see your firm as a good place to work. ❖



# Generalists & Specialists

## We Offer You Pick & Choose Staffing At Its Best

In its simplest sense, your responsibilities as a human resource professional can be equated quite easily to a trip to a grocery supermarket. The only major difference is that the aisles are stocked with individuals of varying talents and abilities rather than produce and canned goods.

Generally, when you go shopping you have a prepared list. There are the “must have” items (like bread and milk)—the “would like to have” items (like steak and gourmet chocolate)—and, the “treats and exceptions” (like filet mignon or a tin of jumbo cashews). What you actually put into your cart and purchase depends on two things: your budget and your priorities.

Today’s staffing process is much like this imaginary shopping trip. There are positions you must fill, positions you would like to fill and positions you wish you could fill. When you are shopping on a budget you need to pick-and-choose carefully, selecting only those items, or individuals, that satisfy your needs and represent exceptional value.

Our temporary staffing specialists can help you pick-and-choose individuals that meet even your most stringent requirements. We represent individuals at every experience



level, in virtually every discipline, including engineering, technical, data processing, manufacturing, production, transportation, administrative and clerical, to name just a few.

The biggest advantage to your company, and you, is that you can fill critical positions with highly-skilled workers or competent professionals on an as-needed basis, short-term or long-term, or even temp-to-permanent when the economy starts its recovery. Isn’t that the kind of exceptional value and flexibility you need to stay competitive in today’s marketplace? If it is, we’re here to help you in every way possible. ❖



## Employee-Managed Absenteeism

On any given day, the average company will have nearly three percent of its employees absent from the workplace. In years past, illness was the most often cited reason for employee absences. But, in recent years, the most frequently cited reason for absence has shifted to personal needs.

Personal needs, according to researchers, includes such things as child-care, non-medical emergencies or appointments, job-stress, etc. Absences related to family issues, such as child-care problems, represent approximately one-fourth of all absences according to average survey results.

Unplanned employee absences can disrupt productivity and employee morale. To help reduce the often chaotic consequences of unscheduled absences, more employers are offering their employees time-off banks.

This concept combines vacation days, sick days, and personal days into one block of time that the individual employee is expected to manage over the course of a year. The purpose of these time-off-bank programs is to allow employees to schedule planned absences, so as not to disrupt the workplace—and minimize the tendency for employees to call in “sick.” ❖

## Nontraditional Benefits

A recent nationwide survey found that, in their stated order of importance, the following five nontraditional benefits were those that employees valued most:

1. Wellness coverage.
2. Paid “time-off” banks.
3. Flexible work schedules.
4. The ability to work a compressed work week.
5. On-site or near-site day care for children.



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