



# Chronicle

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STAFFING SPECIALIST

*"Your Quarterly Guide To Personnel News Update"*

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## PRESIDENT'S MESSAGE

Dear Valued Client,

Every business is different—and so are its staffing needs. Our professional counselors offer you a varied menu of staffing options so that you get the level of service you need, when you need it, for however long you need it. This hands-on partnership frees you from worrying about the administrative side of employment and permits you to conduct your management activities more effectively and efficiently. We think that's what productive partnering is all about!

Sincerely,  
R. W. Diana  
CEO/President



American Staffing Association





## Being A Valuable Team Player Takes Effort

When a group of researchers recently asked employees throughout the United States and Canada what they felt the best qualities and traits of their coworkers and team members were, few surprises appeared at the top of the final list.

Ranked number one was an individual's ability to meet deadlines. This was followed by an individual's ability to be easy to work with. Third was an individual's willingness to pitch-in and help wherever needed—regardless of whether or not the tasks were part of his or her job description.

Following these top three characteristics, the next most frequently cited quality was an individual's willingness to be innovative and show personal initiative—but without the need to try and advance his or her own status at the expense of others. Rounding out the top five positive traits appreciated by team members was honesty.

According to the team of researchers, these desirable traits were appreciated and expected whether the "team" was a formal, organized group or a loosely associated group of employees sharing responsibility for a joint project. ❖

## Top Talent Recruiters



Once upon a time, temporary staffing was thought of as a *sometime* resource that was called-in when a full-time employee was on extended vacation. Today, for many companies, temporary staffing represents a major contributing factor to their success. These same companies rely on temporary staffing services, like ours, to locate, recruit and maintain an available talent pool of highly-trained and highly-motivated professional businesspeople.

Today's personnel managers and enterprising entrepreneurs see our clients as a readily available, flexible resource to meet their ever changing staffing requirements. Today's *temps* fill not only traditional secretarial and clerical positions but also highly-skilled technical, accounting, managerial and *digital-generation* positions on an as-needed basis.

Our agency has evolved and diversified to keep pace with today's sophisticated temporary assignment requirements. We represent workers who are computer savvy, have a variety of inter-related skills, and thrive on the diversity and challenges of short-term and long-term temp assignments.

Our temporary staffing services go far beyond just providing people. We can help you control hiring and recruiting costs, as well as payroll and benefit costs. In exchange you get a *la carte* access to employees who are state-of-the-art in terms of their skill levels and their knowledge of today's fast-paced project-by-project business practices.

Contact us anytime you need to take advantage of this valuable, flexible, staffing asset—one that is also capable of generating a substantial improvement to your company's bottom line! ❖

No employer ever likes to terminate an employee. Considering the marked increase in employment-related lawsuits, terminations must be handled with care and attention to the legal ramifications that may result from such action.

*Rule Number One: Document, document, document!* In a recent year there were over 100,000 lawsuits filed against U.S. companies claiming wrongful termination. That's why it is so critical to document every stage of the disciplinary process. If your company doesn't already use them, there are many standard *Employee Warning Notice, Counseling Report* and/or *Disciplinary Probation Report* forms available that you can use to record the details anytime an employee is reprimanded for a work-related problem. The use of such written records—with copies that go to the employee and put in his or her personnel file—lets the employee know that you are monitoring the problems and, in the event of subsequent action, provides the substantiation needed for a successful defense in the event of litigation in the future.

*Rule Number Two: "You're fired!," isn't enough!* Documentation doesn't end when you decide to terminate an employee. Legal disputes over how your company handles termination can result in costly lawsuits. Every terminated employee should receive a Separation Notice which details when and why the employee is being asked to leave, any severance agreements and specific final pay details.

*Rule Number Three: Follow-up with COBRA.* If your company has twenty or more employees, and offers group insurance, you must comply with specific *continuation of coverage* rules as detailed under COBRA. Failing to do so can result in potentially large non-compliance penalties and lawsuits.

Terminating an employee is a task that every manager dreads most. But, if and when your best efforts fail to resolve an employee's performance or disciplinary problems and termination is necessary, having the right documentation can help ensure that every decision is legally defensible. ❖



## ADULT ATTENTION DEFICIT DISORDER

Adult Attention Deficit Disorder (AADD) is a genuine affliction and those undiagnosed individuals who have suffered its debilitating effects have probably led troubled lives until now. Many employees struggle with AADD—many without ever realizing their workplace *difficulties* are caused by a recognized medical condition that is treatable.

Employees with AADD are usually sensitive and active. They often use intuition and gut feelings to reach conclusions. However, they also have difficulty concentrating on tasks that hold little interest or are mundane. They may be overwhelmed by details, and they overreact to situations more strongly than their fellow employees.

One strength of people with AADD is that they are effective communicators. They often make good trainers and salespeople because they speak well. They also have a high ability to see the overview of a situation and are usually creative. They apply what they have learned in the past to many new situations. Good intuition enables most people with AADD to recognize other people's feelings quickly. They are hard to fool. So, if they think something is wrong, it can be a valuable insight to listen to their observations.

Every employee has strengths and weaknesses. And, every employee can use a measure of reasonable accommodation from time to time. Employees who exhibit behavioral traits characteristic of AADD are often outspoken individuals, and as such, can be effective and insightful—creating a more productive workplace when their talents are properly utilized. ❖

## Legal Ramifications Of Employee Terminations





STAFFING SPECIALIST

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## *Crown Services in Kansas City is Now Serving Johnson County*

Just to the Southwest of Kansas City, Johnson County is the fastest growing county in Kansas with a vibrant residential and business community. In 2008, Forbes magazine and CNNMoney.com ranked Johnson County and its cities as one of best places in the country to live and raise a family.

As more and more of Kansas City's businesses move to Johnson County, and as major corporations are choosing Johnson County as their national and regional headquarters, Crown Services has grown to accommodate those employers' needs. In January we expanded our staff to provide service specifically tailored to that area.

Our superior reputation speaks of our commitment to our customers that utilize our services. We want to take this opportunity to thank all of our clients in Kansas City, Missouri for their past, current and continued business. You have made us what we are today. We still have the experienced

staff and offices to continue to cover the Kansas City area. You can expect the same great service that you are accustomed to.

Crown Services offers quality staffing in the following fields:

- Clerical
- Skilled Labor
- Light Industrial
- Housekeeping
- Payroll services
- And so much more...

Simply call one of our offices and our skilled recruiters will work with you to find the right people to fit your needs.

Kansas City: 816-931-3222  
 Independence: 816-358-2822  
 Johnson County: 913-696-0200

Find us on Facebook and Twitter:

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