

The Leader In You!

Preview Issue

Holiday 2005

CSSI's Clever Tips:

- **Be a trouble-shooter.** When you encounter a problem, develop two solutions before you take that problem to your boss. This displays initiative and shows that you are a problem solver, as well as a doer.
- **When correcting** an employee, never use the following words: "always", "never", "ever", and "perpetually".
Source: Dr. Ferne Cherne, P. O. Box 2406, Portola, CA 92122
- **Volunteer for the tough jobs** no one else wants. If you do them well, you'll be come known as the "can do" person. *Source:* The Wall Street Journal, (800)Journal, www.wsj.com.

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5 Tips for Finding the "Right Match"

Many employers find recruiting to be a challenging and time consuming task that cannot be avoided. The process does not have to be negative, overall. CSSI recruiters follow the following steps when reviewing resumes and screening out candidates for employment with our clients. Feel free to use these suggestions when conducting your own internal recruiting assessment.

Here are 5 tips to help you review resumes and identify the "Right Match":

1. As you review resumes, have your job description handy. Highlight each candidate's skills that match those necessary for your position. The more items that are highlighted, the more likely you will be to have a great match.

2. Sort your qualified candidate resumes into two piles - one for those that represent "Ideal Candidates", and the other for "Good Candidates". Call the ideal candidates first and ask them why they want to work for your company. Listen to your instincts. Candidates should be enthusiastic, articulate, and professional.

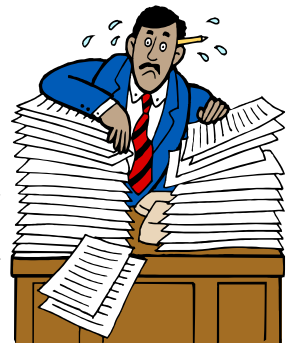
3. While reviewing a resume, note the length of time spent at each job and ask the applicant why he/she left each job. A candidate who averages less than a year or two at each position may indicate lack of reliability and dedication on their part (*exception: some I.T. departments tend to seek candidates with less than two years of experience with each employer because this could mean the candidate is up-to-date with the latest technology and systems*). Good reasons for leaving employers would include: *lay-off/corporate downsize/merger/acquisition; employer closed down; employee or employer relocated; due to a promotion.

*If possible, carefully check the candidate's references if he/she was a victim of a lay-off. Reason

being, companies tend to retain their top performers during downsizing. However, an employee could be a top performer, but if that person is at the top of the pay scale, he/she could be an easy target for lay-off, should the situation arise.

4. Identify any gaps in employment on the resume and ask the candidate for an explanation. Gaps in employment could indicate continued education, or it may indicate a criminal background preventing the candidate from obtaining employment.

5. Identify overlapping dates of employment on the resume. This could be a simple typo on the resume, or it may point to a falsification by the candidate about previous employers. Ask for an explanation, and contact those past employers to verify dates of employment with them.



Sifting through resumes does not have to lead to a headache. Follow our 5 steps to help make it a smooth process.

In Summary:

Using the above suggestions will aid you in identifying the best candidates for your organization. Currently, there are many restrictions on information that a previous employer is permitted to provide about a former employee. Therefore, it is imperative that you pay close attention to as many details as you can gather from each job applicant. It will make the difference as you strive to find your company's "Right Match"!

-Source: Christina Martins, Recruiting Manager, CSSI, November 16, 2005 (www.claimsstaffing.com).

Attract "A" Level Performers



Attract Top Performers!

"Always bear in mind that your own resolution to succeed is more important than any other one thing."
-Abraham Lincoln

Creating a job posting is the beginning point of attracting the ideal candidate to your organization. While employers may view this task as tedious and time consuming, this aspect of recruiting is the determinant factor as to whether or not the most qualified, sought after candidates will apply for your opening. What can you do to attract "A" level performers? A 2003 survey conducted by the Recruiting Roundtable found that applicants pay attention to the following in a job posting:

1. **Description of the work to be performed (4.5%).**
2. **Expectations the employer will have of the employee (12.4%).**
3. **Skills necessary to perform the job (2.5%).**
4. **Type of person the employer is seeking to hire (13%).**
5. **Daily description of experiences the candidate can expect to have as an employee of the organization (19.1%).**

Therefore, creating a visual of what it is like to work for your company is four times as likely to motivate an applicant to apply to your posting, as any other item in the job description. Of course, the duties of the position are critical to point out, but because "A" level performers will be offered several great positions during their career, the deciding factor will be what makes your organization shine from the others.

How to highlight the benefits of working for your team:

- **Videotape and/or interview top performers** within the organization speaking positively about their working environment and position. Make this information available via your company's website, newsletter, brochure, etc.
- Create **"A Day in the Life of XYZ Company"** on your website. Be descriptive, enthusiastic, and describe it as an environment that will motivate non-job seekers want to explore further. Add quotes from satisfied employees.

Using your creative side when developing job descriptions will only benefit your organization in the long run. Good luck and have fun attracting "A" level performers!

Source: Adapted from "The Tipping Point in Recruitment" article written by Peter Weddle obtained from <http://www.recruitingnews.com>.

Time Management: 5 Days in 15 Minutes

Dedicate only **three minutes to plan each day** for the upcoming week. While we all like to think we have an extensive memory, there's much to be said for putting objectives down in writing. Planning ahead is also a stress reducer. Here's how:

Tasks: What tasks/projects do you need to accomplish by the end of the week? List each and prioritize them (Ex: 1 being the highest priority, 5 being the lowest). What meetings/seminars/etc. will you be attending? Schedule those first.

Time: How much time does each task/project require? Devote more time than you think it will take, as this will allow flexibility for unexpected problems and/or meetings.

Schedule: Review your calendar carefully. Decide when (date/time slot) you can realistically dedicate to your objectives.

The power of a schedule is great: if you don't write it down, you may never get to it!



**Time is
\$Money\$—
Use it
Wisely!**

Holiday Staffing – Do You Have Coverage?

As a Manager or Supervisor, do you find yourself struggling to cover for your staff who take time off during holidays? Many companies are closed for 2+ days each week during Thanksgiving, Christmas, and New Year's holidays. This leaves a shortened work week, followed by tighter deadlines to be met by less staff. What are your options?

Call CSSI at (714) 648-0031!

CSSI provides interim staffing during your peak workloads. We specialize in a wide-realm of staffing. Common positions that are filled during holiday time off requests tend to be (but not limited to):

- **Administrative/Reception**
- **Accounting/Finance-all levels**
- **Human Resources-all levels**
- **Workers' Compensation-all levels**

Our clients save time and money by utilizing our services to identify candidates for both permanent and temporary hire. Cost savings are realized in the following areas:

Hiring & Development Costs

- Advertising & Recruiting
- Training
- Background Checks (we conduct criminal and social security checks on all employees)

Employee-Related Costs

- State & Federal Taxes
- Employee Benefits
- Unemployment
- Workers' compensation & liability insurance



Don't Be Left In the Cold: Have enough staff on board to cover your employees on leave during this holiday season. **Call CSSI (714) 648-0031**
www.claimsstaffing.com

Motivation: Try a Simple "Quote of the Day"

Consider how much time is spent in the office, versus at home. As Managers and Supervisors, we know what is expected of us, and we know what time we must commit to run a successful department/operation. That is our motivation: to represent our position effectively and well.

However, our staff may not always think similarly. It is common for employees to easily burn out during peak deadlines, or by simply trying to keep up with an increased workload and project deadlines.

While we cannot control the demands of our clients, a very simple tactic to help boost employee morale is to post a *Motivational Quote*, daily or weekly. You'll find that staff members will actually look forward to reading the new updated quote.

Visit <http://www.nightingale.com> for your free online subscription and watch your productivity rise! It's as simple as that.



"You are in charge of your own attitude—whatever others do or circumstances you face. The only person you can control is yourself...Worry more about your attitude than your aptitude or lineage." - Marian Wright Edelman in The Measure of Our Success

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We're On the Web!
www.claimsstaffing.com

CSSI is proud to bring your way, ***The Leader In You!*** newsletter tailored specifically for Management staff. Keep an eye out for our upcoming articles.



Your objectives are our objectives, every step of the way!

"Partnering with You to Meet Your Staffing Needs"

A Quick Guide to CSSI Recruiting Techniques

Be Serious About Recruiting

We treat our client recruiting efforts as seriously as we would any other business related transaction. A new hire, whether temporary or permanent, is a major investment for our clients. To avoid turnover costs, is our main objective when searching for that "ideal fit".

Network, Network, and Network More!

We firmly believe, and research has shown, that the best hires come from personal recommendations. CSSI will solicit referrals for each of your openings by contacting industry managers, colleagues, current candidates, past hires, and professionals not posting their resumes, in addition to cold-calling efforts.

Advertisement

You will see us on multiple specific industry related sites, as we invest thousands of dollars annually to make sure our clients' openings are viewed by as many qualified candidates as possible. We are also featured in select newspapers in CA, TX, AZ, and CO.

Candidate Presentation

CSSI presents candidate resumes with a thorough background summary high-

lighting specific strengths pertaining to the job opening, career history, current hourly/salary earnings, and hourly/salary requirement, along with other important data. We will not waste anyone's time submitting unqualified candidates, above our client's budgeted range of pay.

Relax, While we Coordinate the Interview and/or Start Date

Give us a date/time and we'll make sure the candidate is there and is fully prepared.

Background/Security Checks

All temporary CSSI personnel undergo a criminal and social security check. We conduct background checks on permanent hires in accordance with our clients' specifications.