

# The Leader In You!

June 2006

## CSSI's Clever Tips:

- **Boost Productivity** by beginning each day with the 3 most important items you need to accomplish. At week's end, you'll have 15 critical items completed!
- **Set Tangible Goals:** Say to yourself, "I'll complete five pages on this project before lunch", rather than, "I'll focus on this for one hour". When you establish a quantity vs. a time limit, you focus on getting the work done rather than beating the clock.
- **Color Code Your Calendar** so you can see at-a-glance the status of projects. Use red ink for high priority items; blue for anticipated deadlines; green for revenue-generating items; black for daily items; and so forth.
- **Improve your listening skills** by trying to guess what a speaker's next word/point will be.

- Adapted from *Communication Briefings*, Vol.25, No.6, April 2006, (703)518-2343, [www.briefings.com](http://www.briefings.com).

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## Generation X: Who They Are, What They Want, and How to Retain Them

Article Adapted from *Integrating Generations at Work*, presentation by MP Solutions, 8-24-05

**They were born in the late 1960's—late 1970's..**

You will find they are highly educated, ambitious, determined, and technologically savvy. They are risk takers and have faith in their individuality. They can be impatient and cynical, but they adapt effectively to change. The majority grew up in either single parent households, or dual career homes. They are comfortable with women in leadership roles and female Gen X'ers are typically assertive. This is Gen X, and they know how to balance work and personal life. They'd much rather climb the Himalayas, than the Corporate Ladder.

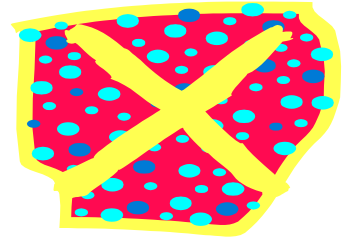
**Important Influences** for Gen X'ers have been: Rapid change; the technology boom/computer age. Permanency is non-existent; the Berlin wall came down; they've seen the dot com boom & flopp, etc. TV: The Brady Bunch, MTV, Southpark. Energy crisis, Ozone layer depletion, Exxon oil spill. National debt, downsizing, high cost of living

### What Gen X'ers seek in an employer:

- They are autonomous. They prefer to work alone or in small teams with no defined leadership. They do not want to be micromanaged. They want fair, competent leaders and prefer egalitarian, not hierarchical relationships. Gen X'ers are great with management and client satisfaction projects.
- Work is secondary to a rewarding personal life. Gen X'ers value flexible work schedules, relaxed dress codes, and competitive time off policies.
- Communication is important to this workforce. They prefer open communication, they like choices with regard to how to proceed on a task, and they need to know what is expected of them, yet they do not need constant feedback.
- Gen X'ers value respect; they like to be treated with dignity and trust by their employer.

### How to recruit and retain Gen X'er's:

Many employers are now offering flexible work schedules, full tuition reimbursement, retirement plans, and continuing education tools to attract and retain job candidates. Employee recognition and reward programs are great incentives to advertise to potential Gen X applicants. Employers who vocalize and make known that they respect and offer a healthy balance of work and personal life will attract Gen X'ers to their organizations.



**Gen X'ers**  
The self-determined, independent workforce

**Once you've hired a Gen X employee,** it is critical to train and lead, yet allow room to work autonomously. Provide adequate training resources to enable the new hire to succeed, but do keep the training materials brief. Explain that there will be constant guidance and growth and communicate to them the big picture of their position, and what is in it for them. Gen X'ers like to be challenged, so give them a variety of projects and allow the freedom for them to choose how to prioritize and manage their workload.

A hands-off approach to managing Gen X'ers is the most effective. Establish relationships with your Gen X staff so they have a sense of belonging in the company. By giving positive feedback, their morale will be high. Remember to reward them with extra time off, flexibility to attend appointments, relaxed dress codes, and they will display increased productivity and a positive outlook!

## Employee Recruiting and Retention: Avoid Blamers & Treat New Hires with Respect

During an interview, ask this question to *identify a “blamer”*:

**Tell me about a time that a project you worked on failed.  
What happened, and what did you do about it?**

Listen carefully. If the applicant uses words such as “they”; “my co-workers/teammates”; and “I didn’t...” during the assessment of what went wrong, this person may be a blamer and not take accountability for his/her own work product.

On the positive, if the candidate briefly describes what went wrong and spends more time explaining how he/she resolved the situation, this person would likely be a better team player to your organization.

Nothing kills morale quicker than a blamer who is swift to point the blame at others and protect their own interest. The damage done within a company’s environment will far outweigh any benefits the employee will be able to provide solo. This is why it is critical to avoid blamers at all costs.

**Once you’ve made that hire, begin the new employee’s orientation the minute they are hired, not on their start date.** Wise managers realize that new hires need to feel welcomed and valued in their new jobs and in addition to traditional HR procedures, the following suggestions prove to

motivate new hires:

- **Issue your own welcome note** as soon as the candidate accepts your position. Let him/her know if there’s any questions, it’s okay to call you directly prior to his/her start date.

- **Personally, tour the environment** with the new employee. Managers tend to delegate this task, but if you walk with the employee yourself, you are sending the message that this person is valued and worth a few minutes of your time.



- **Meet regularly** with your new employee. Dedicate regular blocks of time into your daily schedule to check on your hire for the first couple of weeks following his/her start date. Nothing is more overwhelming than to be thrown into a new position and not see your boss for days or weeks at a time. Making time for the new hire will be worth your investment of time in the long-run. After all, you wouldn’t want to rehire and train this position would you?

- Adapted from "Communication Solutions", Sample Issue, (800)878-5331, [www.managementresources.com](http://www.managementresources.com).

## Time Management: Delegation Techniques

**Continuing our time management series on delegation, you will find that delegating properly will do much more than make your life easier as a manager.**

**Delegate responsibility, not work.** It’s easy to confuse passing off responsibility with dumping work onto someone. Don’t assign a project elsewhere and expect it to be done your way, with no room for personal initiative. Communicate the responsibility and expectations being passed along.

**Let employees take turns running a meeting.** It displays trust and respect in your staff’s abilities; it establishes confidence and leadership skills; it allows you the opportunity to evaluate how your staff handles and presents themselves in front of a group for potential future promotion.

**Don’t ask, “Do you understand?”** Many will automatically answer, “yes” for fear of seeming incompetent. Instead ask, “How would you like to begin?” - you’ll get a better sense of their thinking process and plan of action and can guide from there.

**Maintain a delegation diary.** Be organized, track which responsibilities have been distributed to whom.

**Conduct routine checkups.** Sit down and make sure everything is on track, but don’t micromanage. You want employees to feel that you trust in their skills, and that you are available for them, anytime.

- Adapted from "Leading for Results", Sample Issue, (800)878-5331, [www.managementresources.com](http://www.managementresources.com).



## Are You Ready for Summer Staffing? Choose Corporate Staffing Solutions!

As a Manager or Supervisor, do you find yourself spending way too much time recruiting for your openings? From the time spent posting a job ad, to screening resumes received, to leaving messages for candidates, most managers are exhausted by the time the interview is to be conducted. What are your options?

**Call CSSI at (714) 648-0031!**

CSSI provides **temporary staffing during your peak workloads and direct hire staffing for your permanent openings**. We specialize in a wide-realm of staffing. Common positions that are fill 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

**Call us, we will be happy to work with your team and within your budget!**



In need of Summer Vacation Coverage? Our seasoned recruiters are here to help you save time and money!  
**Call CSSI to find your workforce solutions (714) 648-0031**

[www.cssistaffing.com](http://www.cssistaffing.com)

## Motivation: Don't Forget the Glue that Holds Your Team Together

Too often, busy managers take for granted the work and loyalty of the support staff (secretaries, receptionists, administrative staff, etc.). These folks are the key components of your team's success and productivity. While some may not be involved in the daily business strategy as your other employees are, these people are the foundation of your team and department's success! Show these employees that you respect and recognize their work seriously.

*Your support staff is the glue that and department running smoothly.*



*keeps your team Value them!*

### Try this tactic to improve the morale of your support staff:

→ Give them a budget to monitor. For instance, if your monthly budget for office supplies is \$500, enable them to make the purchasing decisions within those parameters. If they save you money, enable him/her to use the savings towards a cause they deem fit. They could choose a department lunch; a special office supply that will enhance production; save up for a new marketing item; etc. Of course, if he/she would like to purchase a special plant/item for their workstation, by all means, reward them with such a treat! It's a simple way to show you appreciate their work and that you trust their judgment.

*- Adapted from "Leading for Results", Sample Issue, (800)878-5331, [www.managementresources.com](http://www.managementresources.com).*

*"It is in your moments of decision that your destiny is shaped." - Anthony Robbins, Motivational Speaker*

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[www.cssistaffing.com](http://www.cssistaffing.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.