



# Workforce **Solutions** Guide

[Innovative Solutions To Everyday Challenges]

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**C**ontrol costs. Meet deadlines. Improve productivity. Capitalize on opportunities. Manage resource constraints. Build morale. Stay focused. Reduce hiring costs. Minimize employment risks. Test new ideas.

What do these things have in common? In a nutshell, they're all examples of the kinds of never-ending, and seemingly contradictory, challenges we all face every day in the business world. And these are all issues that can be resolved with a strategic approach to staffing.

In an effort to meet these objectives, visionary companies are revolutionizing the concepts of organizational structure. And in the process, they're harnessing the power of their staffing function to achieve extraordinary results. As a strategic tool, staffing can help you to:

- Increase productivity
- Convert fixed labor costs to variable
- Improve focus on core business activities
- Enhance your ability to adapt to changing market conditions
- Meet project and seasonal demand
- Manage employment risks
- And of course, improve your profitability

## Want to learn from proven leaders?

Then consider the strategic staffing techniques being used to solve everyday challenges at today's most progressive firms.





# About this Guide

In this guide you'll uncover innovative solutions to everyday challenges. You'll find practical ideas for using staffing as a tool to overcome obstacles and meet your objectives.

## Innovative Solutions to Everyday Challenges

### **CHALLENGE #1: Reducing personnel and benefits expenses**

Looking to improve your operating margins? Start with your staffing strategy. From the assembly line to the executive office, staffing is essential to maximizing profitability. Here are 10 practical solutions for using staffing to reduce overhead, control personnel costs, and improve organizational performance.

1

#### **Convert fixed cost to variable**

If your company is like most, labor is your biggest expense. To reduce costs, implement a planned staffing model that allows your workforce size to adjust with your workload. Start by reducing core staff to the minimum level necessary to keep your business running. Then supplement your staff with trained temporary personnel as needed to meet peak production demands. This strategy is particularly effective for high-volume positions, as well as for technical and professional projects.

2

#### **Eliminate overtime**

Overtime is an extremely expensive way to get work done. Using temporary employees in place of overtime can reduce labor costs by 20% or more.



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**3**

### Limit benefits expense

On average, benefits cost 20% - 25% in excess of payroll expenses. Where appropriate, use temporary and payrolled employees (employees who are paid through a staffing firm or professional employment service) to eliminate benefits expense. This option is most often used for interns, project professionals, and other short-term employees. Using temporary and payrolled employees in place of independent contractors also reduces your employment risks.

**4**

### Reduce training costs, scrap and rework

Training is expensive – and not just the hard dollar cost of the training program. There are also the soft costs of lower productivity and poorer quality that result from employing novice staff. Cut training costs and improve quality and productivity by employing skilled temporary employees. By working closely with your staffing partner, you can gain access to candidates who are well trained and have experience in the skills you need. To enhance productivity further, partner with your staffing firm to create an initial orientation and training program for new hires.

**5**

### Shift administrative burden

When you use temporary staff instead of direct hires, all costs associated with processing and administering payroll and benefits are transferred from your company to the staffing firm.

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**6**

### Prevent unemployment claims

Unlike short-term direct employees, temporary personnel work for your staffing partner – not you. Consequently, their unemployment claims don't affect your rating or your bottom line. This strategy is particularly effective for restaffing high turnover positions.

**7**

### Take advantage of a staffing firm's HR capabilities

If hiring duties are sidetracking your key employees, use your staffing partner to handle screening, testing, interviewing, and reference checking. Their expertise can free your personnel to concentrate on critical activities and even reduce your time to hire.

**8**

### Cut costs by hiring

Capacity constraints are a significant source of cost. Constraints may affect the throughput of a plant or the productivity of an executive. To eliminate the bottlenecks, consider adding temporary or full-time staff. For example:

- Bringing in administrative support to free key personnel to focus on core job duties (not only do you get more productive employees, but the administrative work gets done for significantly less cost).
- Add labor to relieve process constraints and improve productivity.
- Use technical and professional temps to keep projects on track. By adding the right people, work will get done more efficiently, with less administrative headache, and for less cost.

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### Avert costs associated with burnout

Many companies may take the concept of “lean thinking” too far. They push direct staff to produce more with fewer resources. And as the stress increases, so do problems with quality, productivity, absenteeism, and turnover. Take the pressure off by using temporary employees. The additional personnel will help your staff avoid burnout, reduce the cost of defects, avoid productivity losses, and limit turnover expense.

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### Eliminate operating inefficiencies

Inefficient functions can often be outsourced to services that can perform the work more effectively. The outsourcing service should be able to reduce expenses and improve performance while allowing your company to focus on its core competencies.

## **CHALLENGE #2: Getting your work done**

Nearly every organization today is challenged to do more with less. To succeed in such an environment, flexibility is key – especially in your staffing strategy. Flexible staffing is critical for operational efficiency and adaptability. When used effectively, it can help you to manage your workload, meet strategic objectives, and fill in gaps in your workforce. Here are six ideas that can add more flexibility to your organization.

1

### Off-load administrative and low priority tasks

Boost the productivity of your core staff by allowing temporary employees to handle the administrative and low priority activities. Off-loading these activities gives your staff more time to concentrate on more critical issues, and may even improve the efficiency with which the administrative tasks are performed.



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**2**

## Manage unexpected increases in workload

Today, many organizations are running so lean that they lack the resources to handle unexpected spikes in their workload. Hiring for what could be a brief spike is risky, but so is losing sales due to limited capacity. Rather than letting your efforts for efficiency hinder your opportunity for more business, work with your staffing partner to develop an on-demand pool of qualified temporaries. You'll get access to the people you need, when you need them, without committing to additional overhead.

**3**

## Balance seasonal cycles

Managing seasonal variations in business can be almost as difficult as dealing with unexpected spikes. Whether seasons, holidays, or other factors affect your business, plan your hiring needs in advance and create a staffing plan to bring in supplemental personnel when you need them.

**4**

## Access expertise on demand

Sometimes the biggest barrier to project success is the availability of in-house expertise. To access the talent you need – and shorten learning curves for new processes and technologies – bring in contract experts. Today's contingent workforce includes engineers, IT specialists, lawyers and financial, and many other professionals. These people can teach new skills to your organization at a fraction of the cost of a permanent hire or an expensive consultant.

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### Meet deadlines

Concerned about getting a project done on time? Bring in temporary employees to accelerate the workflow. Project temporaries can augment your staff or provide support to the people working on the project. Either way, you get the extra resources needed to keep daily operations running smoothly and get projects done on schedule.

6

### Fill in gaps in your workforce

#### a. Short-term need

Relieve the stress of employee absences by bringing in temporary support in cases of illness, vacation, maternity leave, or other leaves of absence.

#### b. Unfilled job openings

Take the pressure off your hiring process by bringing in a temporary to fill in immediately. At the very least, it will allow you the time to find the right replacement. And if you're satisfied with the individual, your search may be over before it even starts! Flexible staffing can actually bring stability to your workforce by easing the stress of peak demands while allowing you to operate lean. The right staffing strategy can be your way of doing more with less.



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### **CHALLENGE #3: Growing your business**

Success is a great thing. But it creates a variety of challenges. From resource constraints to time crunches, the pressure on your people can be intense. To remain competitive, companies must find effective ways to adapt to changing marketing conditions and capitalize on new opportunities.

Here are a four ideas for using staffing strategically to maximize your ability to react while minimizing your personnel costs:

**1**

#### **Deal with uncertainty**

In business, very little is certain. To deal with the unknown, consider using temporary staff to keep your workforce flexible. By bringing in labor and expertise when your business needs it, you avoid the expense and problems caused by overstaffing.

**2**

#### **Test new ideas**

Before you staff up to implement a new concept, try testing your idea with temporary employees.

The temporaries may be directly involved in the test, or they can be used to fill in for your full-time regular staff members who are working on your new concept.



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### 3

#### Accelerate growth

For a small company, a good staffing firm can manage many of your human resource challenges.

From workforce planning to hiring assistance, a staffing partner can be an invaluable resource.

Even for larger organizations, a qualified staffing firm can offer a variety of services to supplement the talents of in-house HR professionals. When you're strapped for resources, call on your staffing vendors to provide on-site management of temporary staffing and support for direct recruiting projects.

### 4

#### Hire without disruption

The hiring process is a huge time stealer – for both HR managers and department heads. Using direct placement services can eliminate the time wasted screening the resumes of unqualified applicants and conducting preliminary interviews with people who don't fit your need.

Some staffing firms also offer “unbundled” recruiting services. These services allow you to purchase help (often on an hourly or per-activity basis) with the parts of the recruiting process that cause the greatest disruption to your schedule.





## **CHALLENGE #4: Managing risk**

Risk is an inherent part of the business world. One of the challenges senior managers face is finding ways to improve performance while simultaneously minimizing exposure. Here are three strategies that can help you to reduce your employment risks.

**1**

### **Reduce the risk of hiring mistakes**

A bad hire can cost you between two and seven times the employee's annual salary. To maximize your chances of getting the right person, staffing firms follow rigorous screening procedures for both temporary personnel and direct hires. They will most often provide candidates who not only possess the skills and experience you require, but who also possess the personality traits needed to thrive in your work environment. To further reduce your hiring risk, take advantage of your staffing partner's temp-to-hire services and direct placement guarantees.

**2**

### **Reduce legal exposure**

Using direct placement services will help ensure that nondiscriminatory hiring practices are followed. Using temporary staffing and payrolling services will ensure compliance with federal, state, and local employment tax laws.

**3**

### **Avoid layoffs**

For companies that experience frequent variations in workload, temporary staffing services can reduce, or possibly eliminate, the need to layoff employees during slow periods while providing adequate coverage throughout peak demand periods.



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## The Bottom Line

Staffing is strategic. When used in a planned and proactive manner, staffing can provide solutions to many of your toughest challenges – allowing you to control costs, reduce risk, increase flexibility, save time, and grow your company faster.

# THE 110% GUARANTEE

## Can PrideStaff really make a difference?

Without a doubt! In fact, we are so confident in our ability to consistently deliver top-performing employees that we offer the industry's first 110% satisfaction guarantee. If ever you are dissatisfied with the performance of a PrideStaff temporary, call us immediately. We will refund 100% of the first day's bill and reduce the first day of a replacement employee by 10%.



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