

How We Help Our Clients Improve Staff Attendance and Retention



Ryan Garratt

How We Help Our Clients Improve Staff Attendance and Retention

Over the past 24 months we have spoken with literally 1000's of hiring managers such as HR Managers, Warehouse Managers, Operations Managers and more. We always ask them the same question....

“What is your biggest challenge with temporary staffing?”

And the most common response BY FAR was eye opening...

“GETTING TEMPORARY STAFF TO SHOW UP AND STAY LONG TERM”

More than 60% of hiring managers, warehouse managers, and plant managers are struggling to get temporary staff to show up on time and stay with their company long term.

What this means is that companies are getting frustrated with staffing agencies and temporary workers. Why ask a recruiter to fill a position with a qualified candidate and the result is overwhelmingly the same, the candidate doesn't show up, or does but not on time, or even worse – quits after they have been trained. This is just a drain on time, training, energy and lots of other resources.

What we found is that there is a better way to ensure a higher attendance rate as well as a higher retention rate.

How did we accomplish this feat when so many staffing agencies continually fail?

Well it is a variety of factors that help improve attendance and retention – let's look at just a few that we found to be helpful.

Employing Technology to Enhance the Screen Process

We use a variety of testing tools, training platforms and a state of the art Applicant Tracking System to screen workers. Most agencies still use a paper application (yes really) which means that they need to review each application manually and grade them (if they even actually grade them!). Our proprietary technology gives us an edge on most agencies. We have more quizzes, tests, and training manuals than most and our platforms automatically grade each candidate! Even more, our system makes workers learn the correct answer to a question they answered incorrectly! It also only allows us to place candidates to work if they got 80% or higher of a grade.

How We Help Our Clients Improve Staff Attendance and Retention

What does this mean for you?

All this means is that we sort through more candidates quicker to provide you top level talent.

It also means that unlike other agencies, we will not be sending you less than qualified candidates because we used all our resources to screen them diligently.

Coaching Our Clients How to Motivate Temporary Staff

We take extra time to help our clients with managing their temporary workforce. Obviously we don't want to step on anyone's toes but sometimes it helps to coach the temporary staff to ensure they stay motivated and productive.

Here are a few areas we suggest to work on with your temporary workforce:

Team Up

Working in teams that include both permanent and temporary workers motivates everyone. Consider holding departmental contests or setting departmental challenges to spur friendly competition and build camaraderie. Offer fun prizes for the winning team.

Offer Them Opportunities

Many temps take temporary jobs in hopes of getting a permanent job offer.

When hiring temps, do so with an eye to future growth in your company. Even if you don't have a job to offer the temp, see if you can give him or her a chance to learn new skills. This will help the temp get better jobs in the future and serves as a strong motivator for coming to work each day.

Train, Observe and Correct

Even if a temp comes to you with lots of experience in a certain area, such as point-of-sale retail sales or accounting, he or she doesn't know how your company handles things.

How We Help Our Clients Improve Staff Attendance and Retention

Making sure temps get training in your company's systems, rules and philosophy will make them feel part of the team, as opposed to just throwing them in to things on the first day. You or a manager should also observe the temp at work and offer praise or correct mistakes so the person can get better.

What does this mean for you?

These simple methodologies will help temporary staff feel welcome and a part of your team. Not only will they want to do their best but they will feel obligated to you and your company as you have built a relationship with them overtime. Overall this will increase productivity and help ensure the temporary workers longevity with your company.

Helping Our Clients Learn What May Help Retain Temporary Staff

Some companies don't offer any "extras" to make their work environment feel warm and inviting. Companies and managers need to know that gone are the days of "we gave you a job and you should appreciate it!" There are so many opportunities for workers that you have to give just a little bit more besides an opportunity.

Here are a few areas we suggest you can offer additional perks (that don't cost a lot!).

Provide simple office perks

Consider initiating a monthly potluck lunch, or look into a small budget for healthy office snacks or bottled drinks.

Foster employee development

Provide access to online lectures or passes to a professional workshop. You can also consider the possibility of getting a group discount on continuing education classes. The more you invest in your employees, the more valuable they feel.

Promote from within whenever possible

Not only is this more cost-effective for you, it also builds morale and increases the likelihood of your employees wanting to build their future with the company.

How We Help Our Clients Improve Staff Attendance and Retention

Competitive pay and benefits

Be sure you are keeping up with or surpassing the competitive pay rates and benefits packages. Look at healthcare, RRSP, vacation/sick days and other benefits to help your employees achieve work-life balance.

What does this mean for you?

Even by having a monthly summer BBQ, the staff will feel appreciated. Appreciated staff equal productive staff. Many companies won't even have a holiday party, but if you offer several small additional perks, it will set you apart from the competition.

Summary

We have been able to achieve an average of a 30% increase in temporary staff attendance with almost all of our clients. When staff shows up to work, work gets done and really that means less headaches for you. We have also been able to maintain a retention rate of 85% on average with most clients, meaning less turnover and retraining and eventually leading to full time staff for your team.

If you are finding that you are having challenges with staff attendance and retention feel free to reach out to us anytime – we would love to help you find a solution to this challenge or any other challenges you are facing with your temporary staffing or staffing provider.