

# ON THE JOB



OnStaff  
group



The Kind of People You Want, OnStaff.



THE KIND OF PEOPLE YOU WANT, ONSTAFF

## OnStaff Group Continues to Grow!

**G**round was broken in February, the cement was poured, walls were built and in November we completed the finishing touches of our newly renovated and expanded Corporate Headquarters. The dust has settled and we are occupying and utilizing our new office space. The entire building was updated with **new energy efficient** products and materials. We have added a new layer of additional insulation to the side walls and ceilings to reduce our energy consumption. The low energy light bulbs were a great change to the building allowing for a brighter work environment while saving on electricity. Office space was limited prior to the expansion; our recruiters now have more individual space giving more privacy to our applicants. An additional area of expansion was our reception area which tripled in size. The area now allows our applicants to focus on their applications and have a comfortable space to watch our orientation and safety videos.

As for the economy, we have been advising our clients, flexibility is more important today than ever before. In these uncertain times, businesses must be able to react on a dime. We have

several clients that review the number of employees they have on a daily basis adding and deleting as many as 60 workers with one phone call to us.

**We save our clients an average of \$15,000 a year per full time equivalent employee.**

The big three automotive manufacturers are seeing the final results of fixed labor costs. They have excess capacity, but are not able to reduce their overhead. They have several problems, but their largest expenses are related to employee wages and benefits from top to bottom. We are seeing an increase in employers utilizing temporary employees as companies attempt to balance staff levels with the demand for their products or services.

We have been very active in our recruiting efforts with the **JOB SQUAD** hitting the road in Southwest Michigan. Let the associates at the OnStaff Group assist you in developing an effective hiring system, provide you with top talent and a flexible budget to improve your bottom line.

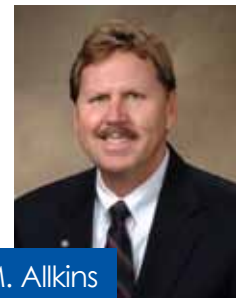
We would like to encourage you to stop by, say hello, and checkout our new

space located at 5207 Portage Rd., Portage. During your visit with us, we would be happy to sit down with you to review how we can reduce your labor costs, eliminate layoff headaches and provide you with information on why it is good business practice to have a workforce of **20% flexible staffing**.

In closing, I want to remind you why our clients choose the OnStaff Group. We are the largest Human Resources firm in S.W. Michigan, with the most professional staff having an average of **9.6 years of experience**, unique testing and training. Contact us to see how we can put our talent to work for you.

[www.onstaffgroup.net](http://www.onstaffgroup.net)

Happy New Year-



Patrick M. Allkins

C.E.O. and founder of OnStaff USA, SkillQuest, and OnCore USA with 25 years of Human Resource experience. He can be reached at [palkins@onstaffusa.com](mailto:palkins@onstaffusa.com)



# THE QUESTION OF THE HOUR....



Cathie Verdonk

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One of the most common questions asked in 2008 was "How is your business doing in this economy?" The typical answer was something along the lines of "wow we've slowed down, we've downsized, sales have decreased dramatically." We've all heard it! However, the OnStaff Group is one of the few companies in Michigan that can respond differently. We can certainly say our business is slightly different than previous years, but we are still going strong and **ended 2008 with better than expected results**. A key question in every recruiting manager's

mind these days is "how will recruiting be impacted by the economic downturn?" Well that's one of the easier questions to answer. Recruiting is like a roller coaster-up and down all year long.

**Without preparing for change, you are sabotaging change.**

Typically when the economy starts to dwindle or begin its downward spiral everything related to business declines including recruiting. The exception with

recruiting, however, is that it doesn't head straight down, but does become volatile. The demand for recruiting will decrease and then increase in spurts. Instead of planning for one specific **economic turnaround**, organizations will find that they will need to prepare for quick spurts of growth therefore the need for recruiting will still exist. We are anxious and excited with what 2009 will bring. Now is the time to plan ahead, contact the OnStaff Group-we are here and prepared for the spurts of **growth that you will encounter!** [www.onstaffgroup.net](http://www.onstaffgroup.net)

## WHO WE ARE...

We are the **largest** Human Resource firm in Southwest Michigan. This gives us the resources and talent to deliver the best in candidates and services.

We have the **strongest** recruiting team with an average of 9.6 years of experience. We know our candidates and your needs.

We have **unique** testing available through our sister company, SkillQuest, giving us access to a library with over 500 assessments to thoroughly screen our applicants.



Lin Coté

Business Development/Recruiter for OnCore USA with over 27 years in sales. She can be reached at [lin@oncoreusa.net](mailto:lin@oncoreusa.net)

## Which way should I go from here?

Quarter 3 is typically the time of year when employers review their old business plans, tweak or trash them, and then write new ones.

In Lewis Carroll's "Alice in Wonderland", the following dialogue takes place:

Alice: "Would you tell me please, which way I ought to go from here?"

Cheshire Cat: "That depends a good deal on where you want to go to," said the cat."

Running a **successful business** today isn't "kid stuff" and neither are the lessons of this beloved children's tale. A business plan should reflect the future direction of the business. The mantra, "A company's most valuable assets are its' employees!" is true; but a cost is associated with each

asset. The challenge is to find the proper balance between an asset's cost and corresponding value.

A dynamic business plan should include **10% to 20% of its' workforce as flexible staffing**. Flexible staffing means true temporary employees with assignments of indefinite length or predetermined duration and no expectation of permanent employment. OnCore USA has executives who are experts in their field and ready to bring their talents on a time-bound project-basis. We provide all the administrative, marketing and payroll support, allowing you, the Employer, to be cost efficient while improving your bottom line. The corresponding value is part of your flexible staffing consists of professionals who have the energy of a newcomer with the wisdom of a veteran.



Call us today at (269) 492-1169 for more information or visit our website at [www.oncoreusa.net](http://www.oncoreusa.net) for details of our services & capabilities. You can also apply online to join our database of world-class professionals.



Phil Hedgspeth

Phil Hedgspeth has been Vice President of SkillQuest for over 15 years, helping businesses maximize their investment in people by maximizing potential. He can be reached at [phil@skillquestintl.com](mailto:phil@skillquestintl.com).

## Engaging And Embracing Change

In a brief synopsis of 2008, it was without question a year of dynamic change; some changes were predictable and some were unexpectedly surprising. My enjoyment rested in the fact that most of my clients made positive and creative choices to opportunities rather than responding by fear with "knee-jerk" reactions or "paralyzed-panic." In the multitude of my interactions with clients, especially in the arena of training and coaching, the "**challenge of choice**" has been the real focal point: *There is no neutral ground... while you are making up your mind, you're in one of the choices.* The 2009 Experience will be filled with choices regarding change. In an effort to help, allow me to share what worked well in the last year; A Strategy For Engaging And Embracing Change.

**Concentrate** on the reality of the change. **Look at it!** Don't go "willy-nilly" into it.

**Handle** all the questions connected with the change. **Learn about it!** Don't remain ignorant and live in illusion.

**Accept** your personal responsibility in the change. **Work with it!** Don't resist the possibilities and get bound in pride.

**Note** what must not change. **Be YOU in it!** Don't sacrifice your character and exchange vital values.

**Give** support to others during the change. **Help others with it!** Don't isolate yourself and selfishly reject others.

**Evaluate** the effects of the change. **Assess what it did!** Don't miss the lessons and future improvements.

As Dwight D. Eisenhower so eloquently stated: "Neither a wise nor a brave man lies down on the tracks of history to wait for the train of the future to run over him."

Take control... this is going to be a great year!

For information on testing and/or training, contact Phil at **800-99-SKILL** (7-5455) or email [phil@skillquestintl.com](mailto:phil@skillquestintl.com).



## PROVIDING LEGENDARY SERVICE

At the OnStaff Group, we are looking forward to an adventurous 2009. Our focus will once again be on expanding our Customer Service. You may be asking yourself "what is customer service?" especially given the state of the economy. According to Phil at SkillQuest, "Customer Service is living positively, being who you are, being fully alive, and in the moment to meet the real needs of those you are with." Are you aware that you are always communicating; thus providing some level of customer service either good or bad? In fact, 57% of our communication comes from our body language. That is a large number considering that only 7% of our communication is verbal and 36% is from our tone of voice. At the OnStaff Group we do more than fill

positions or provide assessments to evaluate candidates, we provide **TOP NOTCH CUSTOMER SERVICE** to our clients. We are the #1 HR firm in SW Michigan. I say that confidently and proudly. I must say, we did not get there overnight. In 1993, we adopted TQS, **Total Quality Staffing**. This is our name for customer service that we provide everyday to the people that matter the most, our customers, our employees, our vendors and applicants. The OnStaff Group visits our customers frequently; job shadows often so that we know your corporate culture and asks questions regularly to better fill your positions. We also believe in consistent feedback from our clients and employees. We give comment cards out to our applicants called "Thoughts, Praise, Moans and the Likes". We ask questions of them such as; how they were greeted, did OnStaff Group seem interested in them as a person and is this a staffing firm they want to work for. On a weekly basis, we are rated overall as GOOD! For a sample card, call me, I'd be happy to share. We send out quarterly surveys asking our clients how we are doing overall, how they would rate the performance of their recruiter and how well we know the needs of each supervisor or department.

**Our most recent survey provided us with a 97.8% overall satisfaction rating for the OnStaff Group.** Do you ask your customers for regular feedback? If not, I strongly recommend it.

**We have about 40,000 thoughts per day; 85% of them are negative.**

Customer service is easy to talk about but difficult to perform consistently in any organization. For coaching or consulting with customer service, contact Phil at SkillQuest for seminars that will motivate and rejuvenate your team to provide the level of customer service that is expected everyday from the OnStaff Group. In today's economy, strong customer service is vital. As the General Manager, I am passionate about providing all features of TQS on a daily basis. Total Quality Staffing has been the hallmark of our success for so many years. For more information on Total Quality Staffing or the services that we can provide your company, contact me directly.



Emily Turner Hollman

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