




Manage What Matters: Identifying Key Performance Metrics

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A small version of the ASA Staffing Connect logo is located in the bottom left corner of the slide.



Attention Span

The average adult attention span in 2016 was **eight seconds!**
Down from 12 seconds in the year 2000

We are less patient than used to be

Distracted ALL DAY LONG

How many times do you check your phone a day?

Two numbers:

46

157

Attention Span

Americans check their phones **46 times** per day
Millennials check their phones more than **157 times** per day

Agenda

- The Noise Factor
- The Cell Phone Exercise
- Measure, Measure, Measure
- The People Factor
- Managing Millennials
- Strategic Planning
- The Problem with Technology
- The Art of Termination

The Most Dangerous Phrase in Language

What is it?



The Most Dangerous Phrase in Language

“We’ve always done it this way”



The Noise Factor!

What is it?
Any Guesses?



When you
look at your
office, what
do you
hear?

Cubicles vs Open Environment

30% more
productive

Which is
it?

Why Clients use Staffing Firms

COMPANIES BENEFIT FROM WORKING WITH STAFFING AGENCIES

Flexibility, speed, and access to talent are among the top benefits cited by clients.



Source: CareerBuilder and Inavero, Opportunities in Staffing

The Great Industry – Staffing

Stories of Success

Thank you notes

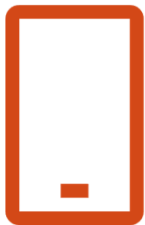
Letters

Flowers

How long does it take for a candidate to apply to one of your jobs using their mobile device?

Let's try it!

Cell Phone Exercise



Cell Phones

62% CANDIDATES APPLY TO JOBS USING THEIR MOBILE DEVICE!

20 years ago – Companies spent money on ads

The only way consumers found out about them

Now, branding and ratings are everything!

Branding – A Complete Change

The People Factor

Managing for optimal results
Accountability – Easy?

Improved Performance

Public Goal Setting
Accountability
Daily vs Weekly Review of Performance
Best Practice

Reverse the 80/20 Rule – Simple

Most organizations rely on the top 20% for majority of placements
Implement an **accountability board** and watch this reverse to 80% on top

Start with personal goals

1. As a team write them down/displayed
2. Hold regular meetings to review goal vs activity and success

Are You Aligned With Your Clients' Goals?



According to Inavero, now ClearlyRated:
Staffing Firm Client Goals missed by staffing firms – Why?

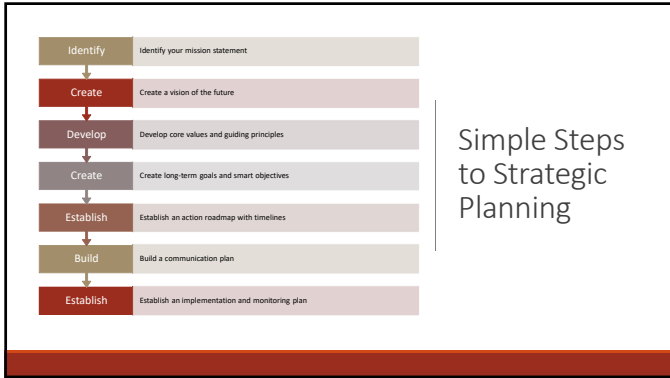
- Misalignment – What does that mean?
- Do you ask the question “How are we doing for you”?
- Amazing the feedback you will get by simply asking!
- Do you have a formal feedback mechanism?
- Do you survey clients?

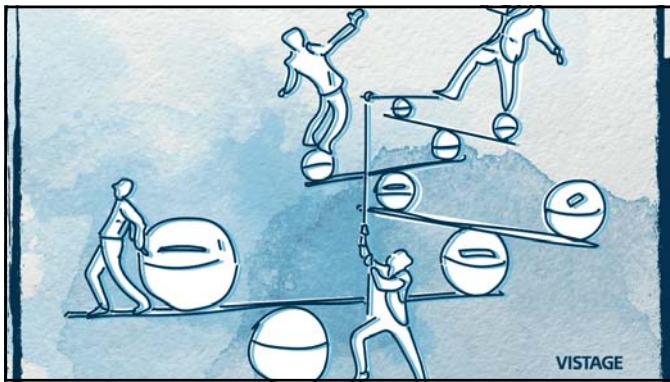
Setting Goals – Where to Start

- Everyone wants to grow!
- Question is HOW?
- Strategic planning – Formal?
- 9 out of 10 firms fail to execute on their strategic plan

Top 10 Reasons Companies Fail to Implement Strategy

- Starting too early
- Including the wrong people
- Not including the right people
- A lack of specificity
- A lack of honesty
- Not taking advantage of core competencies
- Resistance to change
- Lack of rigor
- Unrealistic goals
- Lack of accountability





Implementation is Where Most Fail

To some Strategic Planning can be daunting

Start with a simple project that aligns with company vision

Economic Indicators

Workforce – made up of Gen Y (Millennials) born 1981 – 1996

- well into the workforce
- last of millennials entering soon
- many in managerial roles already

Gen Z (Gen Z'ers) born 1997 – 2012

Combined impact on the economy:

Significant positive impact, could power

1. Consumption
2. Wages
3. Housing

Positive impact on Social Security

KPI's



Starts with Company Goals



Track Trends and Patterns




This allows you to effect change

Change or Die

Staffing firms that are not growing in this employment climate are doing something wrong!






"Yes, you always go the extra mile for us, but in the wrong direction."

The Art of Terminations

The Art of Termination

When?
How will you know?
Staff morale!
But:



The Art of Termination

But:

1. They are our top producer
2. I know they behave badly but they've been here for so long
3. But, but, but...

An endless list of reasons.....

Top producers are not exempt!

Ever have this happen?



STAFF MEMBERS
REFER TO COLLEAGUES
AS "TOXIC"?



BAD APPLE



DOESN'T FIT IN



DISRUPTIVE



THANK YOU!