

Suburban Staffing

Est. 1968

NEWSLETTER

Volume 6, Issue 1

YOUR HUMAN RESOURCES PARTNER



President's Message:

As this year comes to a close I would like to thank each of our customers for their continued confidence in and loyalty to Suburban Staffing Inc. This has been a year of transition for our company, and you have patiently worked with us through the changes in staff and technology. Sometimes the road was a little bumpy, but the results have been wonderful.

The new staff that forms our Placement/Recruiting Team is a very bright, talented group that combines experience with diligence. Our customers will find the same commitment to building strong relationships and sourcing the right candidates... with faster service in a broader range of talents.

As a human resources partner, we realize that often the challenges with personnel are better training and mentoring. Our consulting branch serves to address those issues with a team of experienced, talented professionals. Our newsletters will include articles by some of these consultants in an effort to address common issues of employment.

For our smaller customers who are lacking on-site resources in employment law and benefits, human re-

sources consultants are your answer. For benefits, employee handbooks, policies, and database set ups, our services are available for large and small projects as well as on-going part time needs. Our technology allows us to customize reports and invoicing to your specifications.

In short, our goal is to be the partner of choice for your external human resources and training activities. Our sales and marketing professionals will be scheduling a visit to talk with you about how we can be a value added partner in meeting your needs. In addition, our recruiters will be making more on-site visits as we continue to build core knowledge of your business practices to insure the right mix of applicants.

As we say goodbye to 2005, please accept our thanks for your continued patronage, and our best wishes for a Happy Holiday Season! With every New Year come new challenges and plans for a better future for our companies. All of us at Suburban Staffing are excited to be a part of your future growth and development in 2006!

Happy Holidays!

- Nancy Carlson, President

DONATIONS

October is National Staffing Month. In past years it has been a time when Suburban Staffing holds an Open House for our field employees. This annual event allows us to say thank you to our dedicated employees. We recognize the *Outstanding Employee of the Year* and the *Employee of the Month for October*. We also present service awards, provide door prizes and share a good time with the staff.

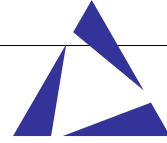
This year in consideration for the many weather disasters, we chose to make a donation to the American Red Cross in lieu of the Open House. We did however recognize our Employee of the Year, Dorothy Orentlich. She has worked for Suburban Staffing since 1994 and has been an outstanding employee. Dot has served many customers throughout the years and has become a favorite with many of you. We are honored to have employees with such dedication.

Electronic Timecards

Many customers are enjoying the benefits of our electronic timecard. This simple web-based application, with a unique login and password, is easily installed on any computer. Several supervisors can be set up for approval and the program allows department managers to review timecards in a six month period. Call (508) 366-8521 to ask for more information or to schedule your set up.

Your Human Resources Partner

Short Duration Training Seminars	2
New Staff Hires	3 & 4
The Employee Revolt: A Worst Case	5
Easy & Effective Management Devel-	6



Short Duration Training Seminars

Employers find it increasingly difficult to provide all of the training needed by their employees. Staff members are asked to hit the ground running every day while they absorb knowledge and develop skills as best they can along the way. There is also the difficult task of balancing the value of training with the loss of productivity that comes from being in the classroom. Add to this the fact that the economy has forced many companies to postpone any training expenses, and the job of staff development becomes a huge challenge.

One answer to this is short duration training seminars. There is no doubt that when in depth knowledge on a subject is required, longer training courses are needed. However, for the most part, employees can learn all that they need and perhaps all that they can absorb at one time, by attending a short duration seminar on the subject.

INDIVIDUALIZED MENTORING VS. SHORT DURATION TRAINING SEMINARS

Sometimes group training is just not possible. In business today mentoring is a tool employers use to rapidly boost the knowledge level and skill set of certain employees. In cases where an employee is given new responsibilities, such as a promotion into management, mentoring is an effective way of quickly helping that employee be successful. Another application for mentoring is to help an employee who is having trouble with their current responsibili-

ties. Sometimes this is caused by a lack of business knowledge but many times it is a lack of people knowledge. An employer must eliminate these problems when they occur by helping the employee acquire the necessary skills. A skilled mentor quickly identifies why the employee is struggling and teaches the necessary lessons to fix the problem.

ing? While mentoring is teaching, it is very different than training which is also teaching. Despite the high value of training, before they can learn some students need help in building the logical foundation necessary to support their learning. Often this is caused by a lack of maturity, but it can also be because of poorly constructed existing skills. This is where a knowledgeable professional mentor can make a

night and day difference for an employee in trouble.

Mentors work one on one with their students. As a result they discover the causes of problems, teach the knowledge and strengthen the skills necessary to overcome those problems, and follow up to be certain that the lesson was learned. Unlike conventional training classes, the student receives specific tailored

training over all the areas necessary to overcome the problem. Because of the surgical nature of the training, it can be accomplished quickly, and learning retention is assured because of the follow up process built into the training. This makes mentoring a highly effective way of rapidly training one or a small number of people but not a substitute for conventional training courses for training large groups.

Call (508) 366-8521 today for a free consultation.

- Ken Gilbert, Senior Consultant

Why Short Duration Seminars?

- Students spend less time away from the job
- Group training is highly cost effective
- Happy employees are generally more productive
- Providing this type of training on a regular basis is practical
- Acquiring skills from the outside strengthens a company
- On-site training eliminates travel time



Mentoring is the process where one person provides support, training, and guidance to another less experienced person. It enhances productivity and teamwork, encourages continued learning, improves the self-esteem of the mentoree, and improves the chances of success in the mentoree's endeavors. It's a fast way to learn lessons normally requiring years of experience. The term "mentor" is derived from Greek mythology. In Homer's epic poem The Odyssey, Mentor was the name of the person to whom Odysseus entrusted his son Telemachus for education and training.

Are you confused when to use a mentor and when to provide train-

NEW STAFF HIRES AT SUBURBAN STAFFING, INC.

V.P. OF OPERATIONS ANNOUNCED

Peter R. Carlson was recently promoted to V.P. of Operations with Suburban Staffing, Inc. He has been with the company since 1999. Peter has been the IT Manager for the company since 2000. In this new role, he has been responsible for building teams and infrastructure to support the company's expanding services.

In November, Peter was invited to join a select team of representatives from some of the top staffing companies in the country to serve on the User Advisory Board for VCG Software in Atlanta, GA. His expertise in technology and his hands-on experience with every aspect of the staffing business give him a unique knowledge that will serve to form the future in our vendor's software application.

The significant changes in operations this year have allowed the company to provide more comprehensive services to our customers. Peter's implementation of new testing, more effective sourcing of candidates, and state of the art technology allow Suburban Staffing to compete as a partner of choice with companies throughout the U.S.

SENIOR RECRUITER RETURNS

The company is very happy to welcome the return of Nicole A. Murray to the Placement/Recruiting team. Nicole began with Suburban in 1996 as a Placement Counselor. She left the company in 2002 to start a family and spend time with her son. Nicole returned to Suburban Staffing as Team Leader in the Placement/Recruiting office. She works closely with Manager Tom Doane in keeping the staff updated on new employment laws, proper management of workers' compensation issues, and training.

Nicole is a very talented recruiter with the ability to build strong relationships with our customers and applicants. We are very happy to have Nicole back with Suburban Staffing.

V.P. OF MARKETING & BUSINESS DEVELOPMENT

Mark T. Carlson was recently promoted to V.P. of Marketing & Business Development. Mark began with Suburban Staffing in 1996 as a Field Employee. In February 1999 he was hired as a Recruiter and later that year promoted to a Sales position. In 2001 Mark managed the Suburban Business Solutions division that sells unique data management software services. All of these positions have provided first hand knowledge and experience that have allowed him to lead the company's expanded markets.

The addition of a fully staffed Technology Division and the Consulting Services Group are some of the many changes Mark has made to Suburban Staffing this year. He has contracted with Penta Communications to develop a 3-year marketing strategy designed to brand the company in a national marketplace.

Mark is working with Suburban Staffing's Recruiters and Sales Manager to solidify customer relationships and gain a better understanding of customer business practices.

MANAGER OF PLACEMENT / RECRUITING TEAM HIRED

Thomas W. Doane, a Clark University MBA graduate, was recently hired as Manager of Placement/Recruiting for Suburban Staffing, Inc. Tom's experience as a Recruiter at Clark University provides the necessary skills for training his team in matching candidates with positions for the company's customers.

Tom is managing a talented team of experienced recruiters. He is developing strong client relationships and promoting this effort with the entire staff. The ongoing training program Tom has developed is designed to recruit and screen candidates from all industries and occupations. His leadership skills have included a focus on customer/applicant knowledge that lead to higher success ratios when matching candidates to jobs. Suburban Staffing, Inc is very pleased to welcome Tom Doane to the management team.

NEW STAFF HIRES AT SUBURBAN STAFFING, INC.

SOURCING RECRUITER PROMOTED

Ann M. Gentile, former Support Staff Manager and Sourcing Recruiter has recently been promoted to the Placement/Recruiting Team at Suburban Staffing. Ann began with the company in 1996 as a Personnel Assistant. She was promoted in 1998 to Support Staff Manager and in 2003 promoted to Sourcing Recruiter.

Ann's company knowledge and recruiting skills support her in this new position in the Placement/Recruiting office. Her excellent sourcing ability and screening skills provide the talent to meet our customer and applicant requests.

NEW PLACEMENT RECRUITER

Suburban Staffing welcomes Alisa Anderson in the role of Placement/Recruiter. Alisa joined the staff in April and is well established as a solid team member strong on fostering relationships and identifying talented applicants.

Alisa's project management and customer service skills have been significant elements in her transition to the staffing industry. Her sense of humor and strong communication skills allow her to quickly build a loyal customer/applicant following.

V. P. SUBURBAN TECHNICAL

Jim DeSantos joined the management team in the technical staffing division this year. Jim comes to Suburban with fourteen years of experience in the staffing industry. He worked for a national company providing IT/Engineering for Direct Hiring and staff augmentation professionals for companies throughout the U.S. Jim was responsible for opening new offices in CT and MA. Prior to his staffing career, Jim worked for over 20 years in IT from programming to IT management. Suburban Staffing is extremely pleased to have Jim with us.

TECHNICAL RECRUITER

Joining the technical recruiting team this past fall was Darcy Carlson. Darcy comes to Suburban Staffing with several years of experience in the staffing industry as a recruiter. For the last 5 years, her focus has been customer service in the catering industry. Darcy is responsible for direct-hire placements in the IT/Engineering area, as well as contract recruiting. Jim is her favorite boss! We are excited to have Darcy's energy level and enthusiasm join our team!

Save Time & Money!

You have a project to complete. You are working on a timeline. The best person for the job is a previous employee, but you don't want the burdens of taxes, insurances, and benefits. What do you do?

Suburban Staffing, Inc. has a service designed specifically for this situation. It is called "Payrolling." Your choice of employee is free to complete your required tasks at your facility. You establish the job description, the rate of pay and the length of assignment.

Suburban Staffing, Inc. is responsible for the weekly pay, taxes, insurances, and if you choose, the benefits of these employees. Contracts are available insuring the agreement and understanding of the process that leave the client free of these burdens. Benefits are available that meet the needs of employees involved in long term projects.

If this service is one that will offer your company value, call our office and speak with one of our Placement Recruiters. This is a practical, cost efficient approach to project management.



The Employee Revolt: A Worst-Case Scenario

Were you as startled as I was nearly a year ago, by the U.S. Airways

Chief Executive's public statement, that an operational meltdown had occurred over the holidays? The airline experienced several days of paralyzing flight cancellations, stranded passengers, and massive amounts of lost luggage. The cause? There were an enormous number of workers who had called in sick...simultaneously!

I don't know about you but I guess I will add that to my nightmare list of worst-case business scenarios - "The Employee Revolt."

If you have not seen them yet, check out the series of "Worst-Case Scenario Handbooks." Each book showcases all kinds of nightmare situations one may find oneself in while camping or traveling, and then offers simple (and humorous) advice on how to prevent, prepare or recover from these horrors. I don't think that the "Worst Case Scenario - Traveling Handbook" actually had a section on how to cope with operational meltdowns. Even the lucky few U.S. Airways passengers with access to that handbook would have been at a loss of how to handle the situation: it became quickly apparent that the U.S. Airways executives didn't even know what to do.

I would bet that the handbook written after that nightmare might be one on business scenarios, and it might include this very event as its premier case study. If you're game, let us take a stab at creating the advice we might



expect to see for executives under the chapter titled "The Employee Revolt."

PREVENT:

Create human well-being within your organization so that you can achieve economic well-being.

As I see it, the best way to prevent an employee revolt (short of having no employees) is to realize the importance of communication, and taking immediate action in addressing potential problems affecting the ranks. I know the executives at US Airways were indeed busy with the company restructuring, implementing cost reduction programs, and finding their way through price wars - but if you don't have the employees working with you...well, you get it. Include your employees in all solutions to business problems - work with them, not around them.

PREPARE:

Know your back-up systems and make sure your managers know them too.

Just like plane maintenance, someone should have been attending to the care and happiness of the US Airways employees. Before the plane falls apart, the loose screws tend to start rattling - right? Take your rumor mill seriously enough to have a "Plan B" in place so you are not left vulnerable if a full-scale revolt occurs. Create a culture where the needs of employees and management are respected, company values and goals are clear, embraced, and exhibited consistently by all. This will ensure that the employees have a well-defined reason for being in your company. Knowing how they fit into the long-term goals helps them act responsibly vs. feeling like a victim to the corporate machine.

RECOVER:

Be sure to solve the root problems, not the presenting symptoms.

Imagine all the chief executives out there who would give just about anything to inspire such worker synergy as was displayed by US Airway's employees, except this time for the good of the company. Can you imagine the impact of an underground network between your workers pulling them together (totally under the radar of management) to...oh...say... improve customer service by 1,000 percent in a day? If the collective workers of an airline can bring operations to a halt at a moments notice, why not imagine the possibilities of those same collective efforts working for the good of the company under an inspirational leader?

I invite readers to think for a moment of the current state of your current communications, your work culture, and your leadership. Do you feel like they are solid, that you are prepared and can recover from any potential worst-case scenario? What are you doing to ensure that you will feel as confident to face the challenges in 2006 and 2007?

- Mary B. Gallagher, Sr. Consultant

YOUR CALL TO ACTION

Prevent: Identify one human relations issue in your organization that you can take steps to resolve...starting today.

Prepare: Create contingency plans for your people issues - make them clear, run a 'fire drill' and know it will keep serving your customers if something does happen.

Recover: Trust that you and your management team are ready to step up to the leadership challenge of ensuring that your culture is not one run by fear and control, but one of respect and inspired action that will bring you through any worst-case scenario.

**Call Suburban Business Solutions
for a free Consultation**

508-366-8521

30 Lyman Street
P.O. Box 1450
Westboro, MA 01581
(508) 366-8521

Be sure to visit our website:
www.suburbanstaffing.com



Suburban Staffing, Inc.

EASY & EFFECTIVE MANAGEMENT DEVELOPMENT

Are you an effective manager? Would you like to be more effective? The Suburban Business Solutions' Training System helps managers develop more effective decision making skills, increase their group productivity and thereby reduce levels of management stress. Because our on the job training utilizes your actual day to day challenges, not only are new skills retained, but also the benefits of our training are felt immediately.

There are two reasons why this method of management training is both easier and more effective.

1. The entire group is involved in the learning process. Managers benefit from group interaction as they apply learned principles to current situations.
2. The training connects all facets of management, from interviewing to team building and from conducting meetings to planning and problem solving, under a common set of principles.

We can help you build an effective team while staying focused

on achieving the goals of the group. As the group becomes more effective, group members' achievement levels increase.

Our training provides an excellent start for new managers; experienced managers will reach new levels of expertise. Whether we work with one manager, a group of managers, or an entire enterprise, you will experience:

On the Job Training

- Creative Team Building
- Interactive Problem Solving
- Improved Group Cohesiveness
- Increased Job Satisfaction
- Long Term Training Retention
- Immediate Benefits to your Company

Let the Suburban Business Solutions' Training System turn your problems into opportunities.

Call today for a free consultation. (508) 366-8521