



Harry Franzheim—an HR/OD Practitioner for over 30 years—has published this newsletter to bring you careful insight into reducing costs and unlocking employee potential.

AT ISSUE

Life isn't easy, and that's true for everyone whether you want to believe it or not. It's just that some people work hard to solve their problems, while others would rather make excuses and play the role of victim.

The Road to Employment: Challenges for All



HR Fact:

Absenteeism

A Problem that Only You Can Fix

According to "Absenteeism: The Bottom-Line Killer," a publication of Cercadian, the unscheduled absenteeism rate in the U.S. hourly workforce is approximately 9%; almost one in 10 employees will call out from work any given day. The cost to an employer is estimated to be \$3,600 per hourly employee per year! There are many reasons for employees calling out and some are legitimate but many are not.

This newsletter is dedicated to the hundreds of New Era HR Solutions employees who successfully made it to a full-time job with one of our many wonderful clients. As we start 2014 and begin the journey to make life better for ourselves and our loved ones, I can easily reflect on the qualities, traits, and behaviors of our "temps" that became "perms" and have successfully "broken the temp cycle."

If you are in our lobby reading this newsletter anticipating your testing, your interview, or your new-hire paperwork, please read this carefully and take to heart the ingredients of success that you must manage in order to get **and** hold a full-time job. Many of our employees fail to turn the corner in their employment process and wind up drifting from temp agency to temp agency, sometimes while living out of their cars or tents. When that happens, it truly saddens us, but there are a few things you

To Our Clients:

We at New Era HR Solutions work hard to find, train, and place qualified employees for our clients. We take great pride in the fact that many of our clients look to us to upgrade and improve their current workforce. Regardless of our client's intent to hire or simply to just get some work accomplished, we use the same standards of selecting employees and we expect each and every one to show as scheduled.

Even though this particular issue is directed to our employees, we would be interested in hearing back from you with your comments regarding this article, and your observations dealing with employees: hfranzheim@newerahrsolutions.com

need to know about New Era HR Solutions that you should keep in mind.

- We are not a national chain or a franchise. You work for my wife and me. We are real people and we really care about you.

- As a general policy and practice, we do not have a minimum number of hours that you must satisfy before being hired on by our clients (in some cases this is true, but not generally). We simply want to be a conduit for you getting a full-time job with benefits.

- We will not enable or be co-dependent with you. We don't offer cash advances. We don't give loans. We don't give you rides. And we will not make excuses for you. You are responsible for learning how to manage your time, your money, and your relationships. We do not want to be your parent; we don't even want to be your friend. But you will find us friendly and we will offer advice from time to time.

- We make money when you work. Similarly, you make money when you work! Our clients reap the benefits of your work. Therefore **ATTENDANCE is EVERYTHING**. If you don't go to work, our relationship begins to break down.

Success

We prefer to focus on success rather than to dwell on the failures. So here is what success looks like. And keep in mind that the employees who have moved on to the payrolls of our clients, or moved into leadership positions or technical positions, started in exactly the same place as you! Successful employees are not given any more opportunity than you. They are not any smarter, prettier, stronger, or more financially stable than you. **Again**, the successful employees have not one single advantage over you, so stop making that excuse. Successful employees have problems too.

The difference is in how they see themselves in the world. Successful employees love to be productive and love to demonstrate what they can do, think, and create. They like to figure things out. They are naturally curious about life and the things around them. They love to solve problems.

Behaviors

Behaviors are what you **do** and it is critical to the success factors. You will be defined by what you get done and by the methods in which you get those things done. "Talking a good game" is not going to cut it. Nobody wants to hear how good you are, how clever you are, or what you could do given a chance. Success is all about what you are **doing** at this very moment. Are you doing things that will set you up for success? Or are you doing things that are going to get you fired? It isn't very complicated.

The following set of behaviors is what we routinely see from those employees who successfully get hired by our clients. This list is prioritized!

- 1. They show up early every single day** that they are scheduled for work. They stay the whole day. They are back from breaks on time if not early.
- 2. They stay busy and always move with urgency** and intent, and are extremely aware of their surroundings.
- 3. They "manage-up."** This means that

they have frequent and professional interactions with their leads, supervisors, and management. They treat every minute of every day as if it were a working interview.

4. They follow the rules, they know the policies, and they understand the safety and quality standards for their work.

5. They help other employees without being asked. They ask other employees for help when needed.

6. They are polite. They say "please," "thank you," and "you're welcome." They speak clearly and calmly.

7. They represent our company and our family as great ambassadors for New Era HR Solutions.

8. They put things back from where they found them. They do not take what is not theirs.

9. They are pleasant to be around. They have a sense of humor.

10. They become technically very proficient in their work.

Please note that the last item on the prioritized list is technical competence. Everything else is called the "soft skills" and most everyone has the capacity to "do" the other nine items on the list.

Connecting the Dots

Those behaviors are essential for career success, and few would argue that those behaviors are not important. And the difference between the successful, career-minded employee and the victim-minded, excuse-making "temporary" employee is the ability to connect the dots in the patterns of their lives.

See if you can pick up on the patterns in the following excuses we often hear from temps who will remain temps until they learn to break the cycle.

- "I ran out of gas"
- "I lost my phone and could not call"
- "I am puking my brains out"
- "My kids are sick"
- "My child care provider flaked on me"
- "I am not feeling like I want to work today"

- "It's not worth minimum wage"
- "My supervisor was mean, so I left"

The underlying pattern here is that the employee is acting like a victim at the whim of bad luck, bad spirits, bad food, bad karma. I am sure that sometimes, employees are using an excuse like one of the above simply to "get out of work" for the day, but I am also sure that many more employees actually believe that they can't go to work when their kid is sick.

Successful employees do not think in binary terms like "I am sick, therefore I cannot work." Instead they think in holistic terms like "I am sick and I want to work; how can I make that happen?" Successful employees BEHAVE in a way that gets them hired. Unsuccessful employees BEHAVE in a way that gets them fired.

Icing on the Cake

The true differentiator for career success (or life in general) is awareness and anticipation. For example:

- When you become aware that the gas tank is below half, you might anticipate the need to get gas soon.
- When attendance is critical for success and you are aware that you have small children that will get sick, what is your plan? What is your backup plan? And the backup plan for the backup plan?
- When you become aware that you feel a cold coming on, what is your plan? Good night's sleep? Fluids? Vitamin C?

We had lots of success stories in 2013 and want to include you in the success stories of 2014. And as you read this and contemplate your "life as a temp," take note that this agency is designed to help you to help yourself to long-term, stable employment. The question remains, Are you designed to help yourself to long-term, stable employment? The hard part isn't about getting a job, it is about keeping one. Just remember, successful employees are not necessarily "dealt a better hand" than you; they simply "know how to play bad cards well." **ne**



903 East Main Street, Suite 103
Auburn, Washington 98002
T: 253.887.0746
W: NewEraHRsolutions.com

New Era HR Solutions is a locally owned, privately held staffing and HR consulting company with the mission of creating sustainable employment opportunities for our employees by improving the business performance of our clients.

New Era HR can help you find, harness, and sustain the talent you need to grow your business. We offer training and development services and on-site coaching for leaders at all levels of the organization.

For more information about New Era, go to our Web page www.NewEraHRsolutions.com and click on our blog to learn even more.

Harry C. Franzheim

hfranzheim@newerahrsolutions.com

twitter.com/NewEraHR

[linkedin.com/in/hcfranzheim](https://www.linkedin.com/in/hcfranzheim)

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