

Staffing eTrainer eLearning Packages

Package Options

Introduction to Staffing \$159/user	Staffing Operations (Recruiter) \$319/user	*Business Development (Sales) \$225*/user								
<ul style="list-style-type: none"> • History of Staffing • Staffing Strategies • Why People Choose Staffing • Mastering Communication Skills • Understanding Industry Profits 	<ul style="list-style-type: none"> • History of Staffing • Staffing Strategies • Why Professionals Choose Staffing • Mastering Communication Skills • Discrimination Free Screening • Hiring the Best • Beyond the Interview: Validating Skills & References • Client Connection and Taking a Request • Making a Successful Match • Selling the Assignment • The Quality Assurance Cycle • Understanding Industry Profits 	<ul style="list-style-type: none"> • History of Staffing • Staffing Strategies • Mastering Communication Skills • Understanding Industry Profits • Sales: Building the Foundation* • Planning for Sales Success* • Creating Quality Appointments* • Beginning the Discovery Process* • Advancing from Discovery to Strategic Partnerships* 								
Additional Options										
Single Course Purchase \$49 per course Volume Pricing Available										
<p style="text-align: center;">All-Inclusive Corporate Licenses</p> <p style="text-align: center;">Access to All 350+ Courses Exclusive Content 25% Discount on Toolkits</p> <table border="0" style="width: 100%; text-align: center;"> <tr> <td>1 - 10 Users</td> <td>\$250/month</td> <td>11 - 25 Users</td> <td>\$416.66/month</td> </tr> <tr> <td>26 - 50 Users</td> <td>\$625/month</td> <td>51 - 100 Users</td> <td>\$833.33/month</td> </tr> </table>			1 - 10 Users	\$250/month	11 - 25 Users	\$416.66/month	26 - 50 Users	\$625/month	51 - 100 Users	\$833.33/month
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<p>Branded Learning Management System (LMS)</p> <p>Upgrade to a site with your logo/branding and add your own content.</p>										

**Currently selling at a discounted rate of \$225 per user; Some courses may have technical difficulties relating to browser/Flash; Learners may experience test score not recorded correctly or course not marked as completed; Recommend using Internet Explorer. Scheduled updates to be completed by June 1st.*

Course Descriptions and Associated Learning Plans

History of Staffing Introduction to Staffing, Business Development, Staffing Operations

The staffing industry started in the 1890s with seasonal jobs for unloading ships and evolved into a strategic part of workforce management. Today, many companies rely on contingent workers as an integral part of their standard workforce. Upon completing this course section, you will be able to:

- Discuss the origins of the staffing industry
- Identify significant events in the history of the staffing industry
- Define current trends in the staffing industry

Staffing Strategies Introduction to Staffing, Business Development, Staffing Operations

The staffing industry provides flexible strategies to meet changing workforce demands. As a Staffing Consultant, you can help your client identify the most appropriate strategy for their current business environment. Upon completing this course section, you will be able to:

- Understand the top eight strategies used in staffing
- Determine the value and appropriate usage of each strategy

Why People Choose Temporary Staffing Introduction to Staffing, Staffing Operations

People choose to work for temporary staffing companies for a variety of reasons. Upon completing this course, you will be able to describe the reasons why people choose to work temporary staffing positions.

Mastering Communication Skills Introduction to Staffing, Business Development, Staffing Operations

As a staffing consultant, you are a solutions provider – NOT an order taker. Therefore, you must identify client needs that are below the surface. Focusing on questioning, listening and analyzing skills will help you be more successful. Upon completing this course section, you will be able to:

- Use background, confirming, and probing questions strategically within a conversation
- Identify when and how to ask open and closed questions to elicit specific responses
- Recognize barriers to effective listening
- Identify four effective listening techniques
- Explore needs beyond the client's work order

Discrimination Free Screening

Staffing Operations

This course is intended as brief explanation of federal equal employment opportunity (EEO) laws and the steps of the pre-screening process. It is important to be aware of our applicants' rights, according to federal guidelines. Upon completing this course section, you will be able to:

- Identify federal laws that affect the hiring process
- Assess applicant interactions for discriminatory practices
- Determine the correct approach to applicant interviews according to fair employment guidelines
- Identify the steps of the pre-screening process
- List the advantages of the pre-screening process
- Recognize techniques to use during initial contact with an applicant

Hiring the Best

Staffing Operations

Skillful interviewing is the key to making a successful client match. When you conduct a thorough interview, you can discover the skills, knowledge, and experience that meets your clients' needs. In addition, you can create a more satisfying work experience for the applicant, by discovering his or her qualifications and job preferences. Upon completing this course section, you will be able to:

- Create rapport with a candidate to create an engaging interview
- Discover the five steps to an impactful interview

Beyond the Interview: Validating Skills & References

Staffing Operations

What happens during the screening and interview process is just as important as the interview itself. Upon completing this course section, you will be able to:

- Validate the skills the applicant offers to match skill sets to client's needs
- Identify and apply the five steps for administering assessments effectively
- List sources to contact for references
- Identify methods to contact reference providers and identify steps for completing a thorough reference check

The Client Connection and Taking a Request

Staffing Operations

Your success relies on the ability to know and understand your clients. Upon completing this course section you will be able to:

- Define the value staffing services provide clients
- Describe the difference between core versus non-core positions
- Leverage your knowledge of your client's businesses to take a more detailed request
- Use the five steps of taking a request

Making a Successful Match

Staffing Operations

Your ability to make the best matches possible will enhance the service you provide your clients, as well as reduce the number of refills you will need to handle. Upon completing this course section you will be able to:

- List the resources for finding associates.
- Define the criteria to use when filling each order.
- Make a high-quality match for each order you fill.

Selling the Assignment

Staffing Operations

Finding a great match is only the first step in filling the assignment. You must also be able to explain the assignment in order for the associate to view it as an opportunity. Upon completing this course section you will be able to:

- Use the five steps to selling an assignment.
- Create a relationship of trust and honesty with your associates.

The Quality Assurance Cycle

Staffing Operations

Your goal is to create successful working relationships among your staffing service, clients, and temporary associates. You can establish and maintain these relationships by providing and confirming superior customer satisfaction to each contact. Upon completing this course, you will be able to:

- Define the purpose of quality assurance contacts
- List two types of quality assurance
- List specific examples and fundamentals of quality assurance contacts for clients and associates
- Properly document quality assurance results

Understanding Industry Profits Introduction to Staffing, Business Development, Staffing Operations

Have a clear understanding of how our industry makes profit is helpful to your bottom line. Upon completing this course, you will be able to:

- Define profit and loss
- List the elements of staffing industry burden and calculate the impact of burden on profitability
- Identify ways to control costs
- Explain the difference between "mark up" and "margin"
- Calculate gross profit dollar and gross margin percentage from a bill rate and cost of labor
- Determine a bill rate using a gross margin calculation

[Sales: Building the Foundation](#)

[Business Development](#)

Every successful salesperson has a high level of business acumen. Upon completing this course section, you will be able to:

- Know how to stay current with business issues and business liabilities
- Learn how to stay current with state of the staffing industry
- Possess knowledge to earn credibility with your sales calls.

[Planning for Sales Success](#)

[Business Development](#)

Business contacts don't "just happen," they have to be researched and qualified. Upon completing this course section, you will be able to:

- Understand the basis for defining and researching your market
- Know how to qualify your contacts
- Define how to set goals and managing your territory.

[Creating Quality Appointments](#)

[Business Development](#)

Getting the appointment can be challenging, but not impossible! Upon completing this course section, you will be able to:

- Understand the process for consistently getting the appointment.
- Recognize and respond to common objections
- View a list of scripts for common objections and how to overcome them

[Beginning the Discovery Process](#)

[Business Development](#)

Consultative selling is a process of unveiling our prospect and clients' challenges. Upon completing this first course on consultative selling, you will be able to:

- Define the four types of questions to use during the sales process
- Start the call and become an expert at asking the right questions.
- Possess a list of powerful questions to use when beginning the sales process

[Advancing from Discovery to Strategic Partnership](#)

[Business Development](#)

This module transitions you to the final phases of the selling process. Upon completing this course section, you will be able to:

- Incorporate the final two types of questions into your selling process
- Develop customized solutions for your client
- Plan for a long-term relationship continuing the selling process.