

# Staffing eTrainer eLearning

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**Industry Specific Courses, \$319  
Per Learner**

**Staffing Operations (Recruiter)**

- ☞ History of Staffing
- ☞ Staffing Strategies
- ☞ Why Professionals Choose Staffing
- ☞ Mastering Communication Skills
- ☞ Discrimination Free Hiring
- ☞ Initial Screening of Candidates
- ☞ Skillful Interviewing
- ☞ Client Connection
- ☞ Taking a Request
- ☞ Making a Successful Match
- ☞ Selling the Opportunity
- ☞ Understanding Industry Profits

## Staffing eTrainer Industry Specific Course Listing

### History of Staffing

This course will review the staffing industry's history and current trends. How we evolved into a very strategic part of workforce management.

### Staffing Strategies

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. You will learn eight staffing strategies and the value/appropriate use of each strategy.

### Why Professionals Choose Staffing

People choose to work for temporary staffing companies for a variety of reasons. Upon completing this course, you will understand the reasons people choose to work in temporary staffing positions.

### Mastering Communication Skills

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 your questioning, listening, and analyzing skills will help you be more successful.

### Discrimination Free Hiring

This course is intended as a brief explanation of federal equal employment opportunity (EEO) laws. This course covers questions you should not ask an applicant and the purpose and steps of performing a quality screening conversation.

### Initial Screening of Candidates

One of the first interactions with a potential employee is the initial screening process. This initial contact, either by phone or in person, is an opportunity to qualify the candidate for an interview, while building loyalty, and a professional relationship at the same time.

### Skillful Interviewing

Skillful interviewing is the key to making a successful client match. A thorough interview allows you to discover the skills, knowledge, and experience that meets your clients' needs. Develop a more effective work experience for the applicant by identifying their qualifications, job preferences, and career goals.

### Client Connection

A staffing professional's success relies on the ability to know and understand your clients. In this course you will learn the value we provide to our clients, how to understand your client's true needs.

### Taking a Client Request

In this course you will also learn the five steps to taking a request from your client.

### Making a Successful Match

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 manage. You will learn the eight key components for selecting the best candidate.

### Selling the Opportunity

Finding a great match is only the first step in filling the assignment. You must also be able to explain the assignment for the associate to view it as an opportunity.

### Understanding Industry Profits

You will gain a clear understanding of how our industry makes profit which will be helpful to your bottom line. You will learn how burden impacts our bottom line and what you can do to make a difference.