



THE IMPORTANCE OF INVESTING IN TEMPORARY WORKERS (EVEN IF THEIR STAY IS SHORT)

“Temporary” is a limiting term. When applied to the workplace and its people, this phrase implies less of a commitment for both employers and employees.

But with the effects of COVID-19 still being felt as companies begin to reopen, that short-term investment is being tested. Because of that limited window, temporary workers are being brought in at a breakneck pace to bolster businesses in all sectors.

Their time with your organization might be brief, but temporary workers are a part of your company and essential to maintaining flexibility during uncertain times. Companies in the midst of high-volume hiring must make sure their temporary workforce is as qualified and experienced as their primary staff.

Temporary workers are no longer outsiders — they’re integral parts of your core business who deserve to be treated that way. That means they factor into company morale, affect production, and serve as advocates long after their contracts expire. It’s a temporary relationship, but it comes with lasting effects.

THE SOURCE OF THE SURGES

At the moment, a lot of businesses are going heavy on hiring to keep up with their internal needs. Amazon, for example, sought an additional **100,000 warehouse and delivery workers** to handle the uptick in online orders.

For large essential businesses, especially e-commerce types, these surges are nothing new. Smaller companies and startups focused on delivery services, call centers, and logistics, however, aren’t mobile enough to ramp up their work during peak times.

Add in restrictions regarding the number of in-office employees, social distancing measures, and other safety mandates, and it becomes unrealistic for lean teams to hire this quickly. While a high-volume onboarding process might not be in the cards for smaller companies, putting processes in place to handle that rush can help businesses scale their teams during a surge while giving potential hires the attention they deserve.





HANDLING THE TEMPORARY SURGE

Onboarding and training a few temporary newbies isn't so bad. But when these hires come in droves, seasoned employees might be pulled in for training help, which can eat away at productivity in other places. However, a dedicated training team can get new temps up to speed without sacrificing in other areas.

On top of starting them off on the right foot in terms of production, temporary workers still need to feel engaged and protected. That's why the dedicated training team needs to also give new temp workers the necessary physical protection (e.g., PPE, employee handbooks, etc.), along with cultural insights on how to navigate the new landscape.



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The onboarding process brings its own management and reporting responsibilities that can sometimes be too much to take on. At Integrity Staffing Solutions, we serve as extensions of an internal hiring team and help supplement those lean resources dedicated to the recruitment and management of temporary workers and associates. These are common stressors that plague any search for 50-plus temporary workers, which is why we can step in to cover any bases necessary to keep your new additions on track.

Effective temporary workers get that way by feeling supported and engaged. When this happens, productivity and quality increase, attrition decreases, and business goals are within reach.





ESTABLISHING CLEAR ROLES AND RESPONSIBILITIES

Getting a firm grasp on a rush of new temporary workers becomes easier when responsibilities come into focus. The main difference between temporary and core employees is their respective direct supports.

Aside from that, everyone on-site needs the same protection under **OSHA guidelines**. A staffing partner like Integrity can help bring temp worker oversights into a clearer view. Those standards surrounding compliance, performance reviews, and HR issues must be handled by the vendor to ensure adherence to co-employment laws.

When do things get lost in translation regarding temporary worker management? When they're isolated from team activities, when they don't communicate effectively with vendors, or when they feel disengaged. These shortcomings can potentially eat at production, affect attrition, and cause other adverse outcomes for temporary workers (and the companies that employ them).

These consequences are why it's so essential for vendors to do their part in educating and supporting temporary workers for however long they're around. When workers are more informed — and vendors are more compliant — each side is better able to complete its daily duties.





CREATING A CULTURE OF INCLUSION

Their time with a company may be short, but temporary workers can have a significant impact on their organizations. And just like any full-time employee, temporary workers can perform at their highest levels when their employers make them feel like valued extensions of the team.

To leave your temporary staff with that feeling, try the following:



1. Show buy-in at a leadership level.

When higher-ups show that they've bought into something, that enthusiasm can trickle down to all levels of a company. When company leaders create a welcoming and supportive culture for temporary workers, it sets a precedent for all teams in all departments to follow.

Leaders can demonstrate that they have their temporary workers' backs with big and small gestures. Making sure they have a suitable in-office workspace, inviting them to culture events or regular internal meetings, and even providing them with a company email address can show how much of an investment your company makes to ensure temporary team members feel welcomed.



2. Join forces with a staffing firm.

A Statista poll found that **36% of leaders** can't find qualified candidates. A staffing firm can vet applicants, shine a light on the hiring market, and provide guidance on how to compete for talent within your industry.

Once temporary associates are hired, your staffing partner can help onboard and manage your contingent workforce. Having a dedicated partner that can tackle employee assignment questions and issues promptly frees your team up to prioritize day-to-day operations that contribute to the company's continued success.

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3. Make safety and wellness a priority.

Medical benefits and paid time off are standard in today's employment landscape. With COVID-19 still very much a part of the workplace conversation, precautionary and contactless protection is a must.

A telemedicine policy that gives employees peace of mind without in-person contact should be part of your healthcare package. At the same time, access to personal protective equipment (PPE) and workplace safety measures is a must for on-site temporary workers.

Plus, offering temporary workers employee assistance programs (EAPs) can be a resource for workers and their families to help deal with physical, personal, or financial worries. Employee well-being should never be taken for granted, but it's especially true for temporary workers. Having a sense of security helps these associates thrive professionally and personally.

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4. Develop an associate engagement program.

When partnering with a staffing vendor, work to create an engagement program for your temporary team members. Rewarding employees for meeting production and quality goals helps keep temporary team members active and engaged in achieving business objectives.

Seek feedback from these workers through regular check-ins and surveys to measure engagement. Set clear performance goals, and make sure they receive the same training and coaching as your full-time team members to help them meet their learning curves. By monitoring temporary workers' engagement, you're taking an interest in the contributions they make to the company's overall success.





CONCLUSION

Temporary workers can deliver long-term value if companies take the care to make those workers feel wanted (and protected). When opening your company to the high-volume recruitment of temporary workers, ensure you have everything necessary to make their stay as seamless, cared for, and productive as possible.



Integrity Staffing Solutions is a full-service staffing agency that ranks in the top 2% of agencies across the country for quality service based on ClearlyRated's "Best of Staffing" client survey. To learn more about Integrity or for help with your hiring needs, visit [integritystaffing.com](https://www.integritystaffing.com) or call **833-446-1300**.