

R REITMAN

CELEBRATING TWENTY EIGHT YEARS

In celebration of 28 successful years in the staffing industry, Reitman recently launched a new website www.reitmanpersonnel.com.

At Reitman client satisfaction dominates our practice. We value a long-term relationship with our clients and have tried to bring additional value to our clients via our new website.

We are also proud of our client retention over the last 28 years (30 clients served over 10 years, 5 clients served over 20 years); our exceptionally high permanent placement retention rate (94%, industry average is 85%), and our high temp-to-hire conversion rate.

Please take the time to review additional information about us and our services at www.reitmanpersonnel.com.



Enjoy the Summer!

STD PRESORT
US POSTAGE
PAID
ABC MARKETING

R REITMAN
163 Cedar Street, Branford, CT 06405
www.reitmanpersonnel.com

Return Service Requested

FROM THE PRESIDENT'S DESK



ARE YOUR INTERVIEWING TECHNIQUES EFFECTIVE?

Many of our clients struggle with the interviewing process and want to understand how to make the most of the interview.

Hiring is a risky business given that so much of your company's success depends on the right people for the job. Bad hires are more than an inconvenience, they are expensive.

First, be clear about what you want to achieve with the hire. We call this the "goals of the hire". Second, be aware that poor interpersonal skills, including inability to be coached cause more job failures than do lack of technical skills.

So, in addition to focusing on skills, and technical competence, explore accomplishments, and how they were achieved.



Ask open ended and behavioral questions to elicit stories that reveal how candidates have succeeded and how they will respond to situations on the job. That means questions should be specific and phrased to avoid boilerplate responses. Sample questions might include:

- Here is a situation you are likely to encounter how would you handle it?
- Tell me about a time that you needed to solve a particularly difficult problem and no one was available to assist you. What did you do?
- Have you ever worked on a team that had disagreements? How did the team resolve those differences? What part did you play?

Additional effective interviewing information:

- 1.) Review the candidate's resume before the interview. This may seem obvious, but it enables more focused and effective questions and shows the candidate that you have taken the time to ensure a productive interview.



- 2.) Get to know the person behind the resume. Ask questions that don't directly relate to the job. For example you might ask what they do for fun or are they involved in the community.
- 3.) Outline the interview structure for the candidate. First, give a brief description of the company and then outline the job duties. Finally, ask the applicant questions. After that, give the candidate the opportunity to ask questions. This sets up the parameters of the interview, keeps you both focused, and gives the candidate an idea of what to expect.
- 4.) Don't talk too much. The candidate should speak 70 percent of the time.
- 5.) Watch your nonverbal signals. Just as you are looking for eye contact and appropriate dress, the candidate is looking for those unspoken signals from you. Be sure your tone of voice is appropriate and professional. Clearly articulate the job's duties and the company's mission. Dress as you normally would and pay attention to manners. You are a representative of your company and department, so make sure your actions reflect this.
- 6.) Be polite and professional; don't get too chummy. If you spend the interview chatting, you may make a hire because you liked the candidate versus whether the person is truly qualified for the job.
- 7.) Prior to completing the interview, ask the candidate to summarize the information they have provided. This can be very telling.
- 8.) Whether it's by email or phone, follow up to let candidates know the next step and the outcome if they weren't the selected hire. This is a professional courtesy, gives the interview process closure and represents the company well.



Remember, the interview should be a two-way experience so you both can determine the fit for the job.

Excerpts from Lynda M. Bassett, Contributing Writer for Monster and John Dooney, Manager of Strategic Resource for the Society for Human Resources Management, a nonprofit association for human resources professionals.

For more info on this topic, contact Anthony@reitmanpersonnel.com.

Anthony Avallone, *President*

NINE THINGS ENORMOUSLY PRODUCTIVE PEOPLE REFUSE TO DO

By Kevin Spagone

Have you ever wondered why some people are more productive than others? What's the magic formula? I'm sure you know that there is no "magic formula" --- just focus and extremely good habits. Those who refuse bad habits and create productive ones find they are able to continually do amazing things.

In our practice at Reitman, we're lucky enough to have had the privilege of working with and coaching some outstandingly successful men and women who are impactful in their fields. Each is extremely busy, but they're never too busy to do what needs to get done, because they've built good habits and practices that they follow every day. Their good habits create super-productivity. Here are nine of the most important tools that you can start implementing today:

1. Refuse to become distracted.

Winston Churchill said, "You will never reach your destination if you stop and throw stones at every dog that barks." Especially in our age of 24/7, connectivity, it's easy to lose your focus on your goals. If an action is not moving you toward a purpose or goal, stop doing it. Focus on what you want to accomplish and refuse to be distracted. The successful person is always the one with the laser focus.



2. Refuse to let negativity drag you down. There will never be a shortage of negative people. They're out there, and they have a tendency to connect with people who are trying to accomplish something. If you truly want to be productive, you must refuse to allow the energy of negative people pull you off track. Instead choose people who inspire and lift you.

3. Refuse to allow others make your decisions.

Enormously productive people refuse to look for people's approval. They decide for themselves what they want, what they need, and how they will proceed, all on the basis of their personal values.

4. Refuse to allow past failures to drag you down. To move ahead in top form, you have to learn from past mistakes, overcome old failures, and get past everything except what you are doing now.



Failures are not fatal; it is the courage to continue that counts. Failure can even be an important part of later success. Use your failures as stepping stones for your desire to succeed.

5. Refuse to give mental space to self-limiting beliefs. The first step in attaining success is to give up the belief that you can't have it or don't deserve it. Challenge your self-limiting beliefs at every turn, because most of them are not true at all, and none of them are helpful. It's the things we whisper to ourselves that are the most powerful. Dream big and take action.

6. Refuse to believe that what you want is impossible.

Impossible means only that you haven't yet found the right solution. You can create a vision for the things you want to accomplish. It may be hard, but hard is a long way from impossible when you have a willing heart.

7. Refuse to become overwhelmed. If you want to stop being overwhelmed, concentrate on being productive and not busy. That means focusing on the things that fit your mission and goals, making time for the things that matter by cutting out the things that don't. Learn to say no to things that fall outside that range and to ask for help when you need it.

8. Refuse to stop learning, developing, and growing.

It's easy to put aside your personal growth or study time in the day-to-day crush. But the most effective people are those who remain committed to learning and growing in everything they do. It's not only about learning about the facts, but also training your mind to be open to new opportunities, ideas, and opinions. What you learn will always be part of who you are and who you want to become.



9. Refuse to get distracted by the pursuit of perfection.

Consistently pursuing quality is different than waiting for perfection. If you want to be productive, you seriously need to let go of the notion that your output always needs to be perfect. Nothing in life is perfect--everything comes with complexities, outcomes are uncertain, and many things are irrational. Accepting these truths, avoiding getting side tracked and focusing on goals will help you accomplish the things you need to.

As always, we're interested in your thoughts on these and other hiring, selection and retention trends.

*Source: Lolly Daskal, INC.com

BECOMING THE BEST IN YOUR FIELD

People often ask us how one becomes a leader or best in their field. What does it take? How long does it take?

According to experts becoming the best requires about seven years, or 10,000 hours of hard work and a commitment to excellence. They suggest you must devote two hours each day to move from average to superior.

Most people learn how to do their job in the first year and never get any better. They will never rise above average.

Brian Tracy author of No Excuses suggests these three simple steps to become the best.

1.) Turn off the TV, radio, and computer, put aside newspapers, and instead, read material about your field for one hour each day before you start working. The most effect people are those who remain committed to learning in everything they do.



2.) Listen to educational audio programs in your car. Start and stop them as you listen so you can reflect on what you have just heard. Think about how to apply the ideas to your work.



3.) Seek out and attend courses and seminars in your field. There are many online courses to take in the convenience of your own home that will enable you to upgrade your skills and give you useful ideas.



This is called compound learning, like compound interest it is quite powerful.

Being the best requires tremendous dedication, discipline and willpower. Every time you learn something new your brain releases endorphins which make you more excited about your future. And don't let past failures drag you down; they are often stepping stones to your success.

Never stop learning and growing. Tracy concludes "you can be rich or poor, it's your decision".

For more information on this topic contact Anthony@reitmanpersonnel.com or Howard@reitmanpersonnel.com

GIVING BACK TO THE COMMUNITY

Tying civic community work and company charitable contributions to business objectives is a traditional practice for many businesses. Although we cannot connect philanthropy directly to increased sales, one recent study indicated that public perceptions about a company are influenced by its charitable involvement.

A deliberate giving strategy can be more effective than providing random contributions. Your time, expertise and energy are often as valuable as, or more valuable, than financial contributions.

We are advocates of this "giving back" philosophy. Our monetary donations are directed to children's charities (one charity for each year we are in business); however our community work is diverse and involved.



Reitman principals and most of our employees are active in many volunteer organizations in the Greater New Haven and Shoreline area. We serve on boards, participate in fund raising, and/or offer our knowledge and expertise.

If you have been thinking about getting involved and don't know where to start, here are some ideas which can help get this program off the ground:

- Encourage an employee with some relevant knowledge/expertise to become a consultant to a community organization.
- Donate products or service to auctions, community events, and civic organizations.
- Offer use of office space and/or copier or fax equipment to fund raising drives.
- Join a committee at your local chamber of commerce. Not only will your time and expertise be appreciated and valued, but you will become involved, meet people and network your business. The more involved you are, the greater the exposure of your capability and of your business.
- Volunteer at a homeless shelter or local food kitchen and include staff in this important endeavor.
- Adopt a family during the holiday season. There are many organizations that will give you a list of items from a needy family so that holiday gifts may be purchased for them.



The rewards of helping the community are immeasurable both in terms of increased visibility, employee and community relations and personal satisfaction.

Your local chamber can provide you with contact information about local voluntary organizations.