



## **Case Study: On Time Staffing & Inclusive Recruiting and Selection**

### **Introduction**

On Time Staffing (OTS) is one of the country's top 25 fastest growing private staffing companies averaging 40% growth per year over the past decade. Its' ever growing client list reads like a who's who of super regional and national brand companies. With nearly two decades in business, On Time Staffing has migrated from just another "do everything" temp staffing company to one that specializes exclusively in light industrial staffing. OTS recognized that to do staffing for industry took more focus, more precision and more dedication than could be satisfied by a general staffing vendor. Since then, OTS has blown past the competition by delivering clients a better qualified candidate, a more comprehensive list of solutions, and a higher level of customer service.

On Time Staffing offers so much more than great workers. Its' comprehensive staffing solutions include recruiting, screening, placing, monitoring and reporting at a level that far exceeds the competition. Clients rest assured that an OTS candidate comes rigorously screened, appropriately skilled, and continually monitored. OTS's experience with the inner workings of industrial companies matched with its' knowledge of high-level management tools and techniques, delivers staffing solutions unmatched in quality, speed and accountability.

Clients count on "On Time" candidates to have the skills, the demeanor, and the work ethic they demand. OTS applies its' stringent and rigorous screening and testing processes to insure clients have a large diverse pool of outstanding candidates to fill their temporary and/or permanent staffing needs.

### **Situation**

OTS acknowledges and embraces Talent Management as a business strategy for itself and its' clients. Attracting, recruiting, hiring, developing and retaining talented employees are integral parts of an effective talent management system. OTS has been entrusted by its' clients to play and fulfill the important roles of attracting and recruiting the most talented and qualified employees available in the marketplace.

Because On Time Staffing provides temporary and permanent employees for many Fortune 500 companies, it is imperative that staffing solutions meet all of their needs from job specific skills and experiences to diversity of thought and culture. Therefore,

OTS recruiters and hiring managers must be successful in identifying, attracting, qualifying, interviewing and screening candidates in a manner that does not prematurely eliminate viable candidates regardless of ethnicity or cultural differences. To ensure success in this regard, recruiters and hiring manager's skills can be enhanced by participating in a program that focuses on understanding others and their own preferences.

## **Action**

Through the efforts of the Human Resources department to identify an appropriate program, several diversity and inclusion consulting and training companies were reviewed and researched. A final decision was made to partner with PRISM International, Inc. According to Dana Morgan, HR Consultant, "PRISM's approach to talent management resonated best with our values and high standards. When I first reviewed PRISM's *Inclusive Recruiting and Selection*<sup>™</sup> program, I knew this was exactly what our recruiters needed in order to deliver the best staffing for our clients".

*Inclusive Recruiting and Selection*<sup>™</sup> is a specially designed training program for Recruiters and Hiring Managers that helps them develop and incorporate key diversity recruiting skills into actual job responsibilities. This program makes existing behavioral interviewing, selection, and recruiting processes more effective in generating a larger more diverse pool of qualified candidates to help achieve staffing goals.

The goal of this program is to gain additional knowledge, skills and tools for recruiting and hiring more inclusively. Program objectives include:

- Gaining a greater understanding of diversity and inclusion and why it is a crucial success factor.
- Recognizing the impact of attitudes and behaviors and how they impact recruitment, hiring and your success.
- Gain skills for sourcing, recruiting and selecting top talent.
- Sharpen skills to inform, inspire, and involve others in the diversity and inclusion process

Following is a high level outline for this highly effective and impactful program:

### ***Inclusive Recruiting and Selection*<sup>™</sup>**

- I. A Broad Awareness of Diversity
- II. Personal & Organizational Factors that Impact Decisions
- III. Selecting the Best Talent from the Broadest Pool
- IV. Interviewing Across Cultures
- V. Increasing Understanding & Building Advocacy

PRISM's Senior Consultant, Tony Gilliard facilitated the above program for a group of 20 recruiters and leaders. He said the group was highly engaged and was able to move

quickly toward connecting the dots between diversity and success as a national staffing company. The exercises were provocative and related to real world situations impacting their jobs on a daily basis. They had “hands on” opportunities to explore how their current recruiting process can be enhanced to deliver adequate diverse pools of highly qualified candidates.

## Results

On Time Staffing is the Company of Choice for Light Industrial Staffing.

It's no mistake that On Time Staffing is one of the country's top 25 fastest growing private staffing companies averaging 40% growth per year over the past decade. OTS has blown past the competition by delivering clients a better qualified candidate, a more comprehensive list of solutions, and a higher level of customer service. There are qualities and habits essential to a good worker no matter the job: Work ethic, cooperation, focus, maturity. At On Time Staffing they look for the intangible as well as the tangible qualities of a person before classifying them as an “On Time” candidate.

The Assistant Plant Manager at Toll Brothers, Inc., said “Not only is On Time able to supply as many candidates as needed, but the overall quality of these individuals has exceeded our expectations... making this a true partnership”.

A former employee stated “My time at On Time Staffing was a great learning experience. Every day you worked with different groups of people for all different kinds of cultures. It helped me with my social skills and being flexible”.

Dana Morgan said participant feedback for the session was incredible. Comments included:

- “This was the best training I have ever had in my three years at OTS.
- I learned more about myself and some of the decision I make on an unconscious level
- Qualifications vs. requirements is my big takeaway
- Diversity is a must do concept for all staffing solutions
- Our clients will see us as a valuable resource in helping them meet their diversity visions.”

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## About PRISM International, Inc.

PRISM International, Inc. is a WBENC certified, full-service provider of innovative, proven consulting services and training programs and products for [Leveraging Diversity & Inclusion](#), [Managing Talent](#), [Increasing Global & Cross Cultural Effectiveness](#) and [Preventing Harassing & Discriminatory Behaviors](#)

Since 1992, PRISM has assisted over 200 organizations in 23 countries by providing a systemic process and best-in-practices performance solutions focusing on optimizing the opportunities and complexities of the workforce, workplace and marketplace.

PRISM is the parent organization of the [Association of Diversity Councils](#), and the founder of the annual [Diversity Council Conference](#) and the [Diversity Council Honors Award](#).

For more information about this program contact us by emailing [info@PrismDiversity.com](mailto:info@PrismDiversity.com) or calling 888.997.7476.