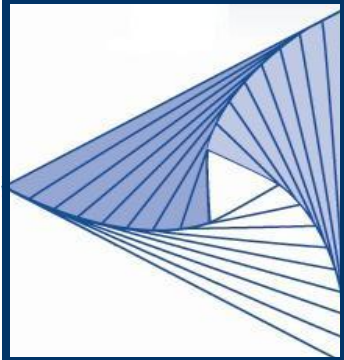


April 2008

# The Teammate



## 2008 Annual Golf Tournament to benefit the Casey Cares Foundation

By: Jon Hottle, Director of Operations

It's hard to believe that it's been an entire year since our last golf tournament, but it's time to tee it up in support of the Casey Cares Foundation. We've selected the golf course, set the date and made the plans. Now all we need is your continued support.

This year's tournament marks the second year that 1ST TEAM and the Casey Cares Foundation has teamed up to make the lives of critically ill children a happier ex-



perience. The event will take place June 2, 2008 at Prospect Bay Country Club in Grasonville, Maryland. We will continue our tradition with individual play focusing on fun with great friends and business partners coming together to raise money for this great charity. There will be side tournaments, and both silent and live auctions. All 501K tax deductible contributions for the golf proceeds and auction will be directed

to the Casey Cares Foundation.

### About the Casey Cares Foundation

The Casey Cares Foundation offers uplifting programs with a special touch for critically ill children and their families. Believing in the importance of family, the programs are structured to bring comfort and support during an extremely difficult time. The Casey Cares Foundation programs give families the chance to share treasured moments and become a source of strength for each other.

continued...

## Strategic Staffing = Flexibility and Savings

By: Ron Knight, Jr., Director of Professional Staffing

It is very important that organizations have an understanding of which internal positions are high turnover positions. Utilizing supplemental staff in those high turnover positions will allow your company to save time and money. Positions that have a turnover average of 14 months or less translate

into lost money if you take in to consideration the costs of advertising, recruiting, training and loss of productivity. As your staffing partner, 1ST TEAM's goal is to proactively identify candidates for these high turnover positions and provide you with timely long-term temporary high turnover

positions include data entry clerks, filing clerks and receptionist duties. Bringing in supplemental support for filing, data entry or reception will allow your key personnel to be more productive, and in turn will assist in maintaining steady levels of production.

### Inside this issue:

1ST TEAM Staffing Golf Tournament	1,2
Ask the Experts	2
How 'Kindness' Can Kill Motivation	3
Employee Focus	3
Opening Doors to Full-Time Employment	4

### Special points of interest:

- *1ST TEAM Golf Tournament*
- *Ask the Experts*
- *Employee Focus: Ashley Anderson*
- *Opening Doors to Full-Time Employment*

# 2008 Annual Golf Tournament to benefit the Casey Cares Foundation

continued...

Children under the age of 18 who are on active treatment for a critical illness may participate in our programs. Chil-



Children who participate in Casey Cares Foundation programs suffer from various illnesses including cancer, sickle cell anemia, cystic fibrosis, complex heart disease, cardiomyopathy and severe aplastic anemia.

The Casey Cares Foundation mission is to provide uplifting and heartwarming programs *with a special touch* in order to enhance the lives of critically ill children and their families.

As we move through the 21<sup>st</sup> century, The Casey Cares Foundation envisions a community where critically ill children and their families are provided programs that encourage them to enjoy, rather than en-

dure life. We are committed to accomplishing this goal by:

Working compassionately with families while trying to personalize our programs to fit their needs; working closely

with hospitals to provide outreach programs obtaining gifts-in-kind and fundraising.

1ST TEAM is proud to support Casey Baynes and her team in their mission to bring relief, support, joy, and laughter to these families.

If you or your company is interested in donating to the Casey Cares Foundation, you can contact them at 443-568-0064. If you have interest in participating in the golf tournament festivities, please contact John Sovero at 410- 242-2810.

Thank you,  
1ST TEAM

1ST TEAM Staffing Services, Inc.

Golf Tournament

To benefit:

Casey Cares Foundation



June 2, 2008

Prospect Bay Country Club

Grasonville, MD

Email your information to:  
jsovero@1stteamstaffing.com

or download your registration from our  
website: [www.1stteamstaffing.com](http://www.1stteamstaffing.com)

## Ask the Experts

**Q.** Like so many other companies, we are in the middle of a salary and hiring freeze. I completely understand and support the need for that, but I just came across a once-in-a-lifetime applicant. She has everything that we typically look for, and I'd hate to let her slip through our fingers. Can you provide me with any ammunition I can take to my supervisors to convince them that we need to hire this person?



**A.** Employees are the lifeblood of any organization. Regardless of where you are in the economic cycle, when you find an A-level candidate, scoop them up. If you don't, then your competitors or some other organization certainly will. Even in the most aggressive hiring freezes, critical positions that are vacated are going to be filled. You have to demonstrate to your supervisor what it is about this person that makes them critical to the organization. Right now, they're seeing a new position as a new cost. Every position is ultimately about the productivity and value that the individual puts into the company, more than the salary and other costs that they take out. You need to turn the view around and emphasize the value that the individual adds to the company, so that you can show that the true cost is in letting them pass you by.

You might also want to speak with your 1ST TEAM Branch Manager. We may be able to send this person to you as a temp-to-hire. Contingency labor often falls under a different budget than staff employees, and in this way, you could hold on to them until your hiring freeze relaxes enough to make the hire an easier sell.

# How 'Kindness' Can Kill Motivation

By: Rick Sovero, President

Motivating workers is a full-time job in itself for managers who are required to be flexible, people-focused diplomats. Add in the challenge of trying to adjust to a generation of younger workers characterized as being accustomed to recognition and praise, and it makes for a tough time for tough bosses.

Many books tout the advantages of an open, "kid

gloves" style of managing, but it's also possible to kill motivation with kindness. Here are situations when a "cracking the whip" approach is a better way to motivate your team and improve their performance.

## Setting an Example

It's easy to hear the expression "top down" and think that it mainly applies to those above you in the company hierarchy. As a manager, you are always setting the tone for your team. One useful motivational tool is to expect more from an employee by telling them that you think they can do better. Setting the bar higher can spur them to prove themselves and do better work. The danger is when you are not exemplifying a commitment to excellence yourself. Understand that your workers take their cues from you and that slacking off, being easy on yourself, and lack of follow through take their toll. In other words, when you give yourself a free pass your team members will be looking for free passes too, and this can dampen motivation.

## Policy Policing

Businesses have established policies for everything from taking breaks to being late. "When there is

discipline, everyone knows what to expect and the rules are the same for everyone," writes Mike Ramundo in his book *The Complete Idiot's Guide to Motivating People*.

"That provides security and predictability, which are two important components of motivation." The trouble comes when managers ignore infringements or drop the ball on disciplining workers. In his book, Ramundo outlines the most effective ways to enforce company policy. The first step is to make the rules understandable and to make sure everyone does understand them. He recommends keeping policies precise and accurate without overloading them with excessive details. As always, the key to discipline is not to give preferential treatment to workers who violate rules. Nothing kills motivation faster than those who abide by policy seeing or perceiving others getting away with breaches.

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## Cracking Down on Deadlines

One of the kindest things you can do as a manager is overlook missed deadlines. It's also one of the most damaging. Schedules and deadlines are critical to your company's success, and if you are not meeting deadlines internally it can ultimately harm your outside business.

Once you've clearly communicated a deadline, the question is how do you enforce it? The best way is to demand accountability when it's missed. Discuss the matter privately with the individual and stress that missing a deadline affects other team members as well. The key is to be demanding without being demeaning and to inform them of

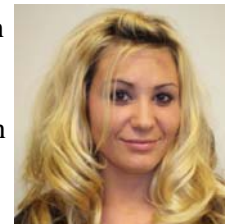
future consequences. When people are in danger of missing deadlines, they often cut corners to get a project in on time. Don't let this slide. Make workers accountable when they sacrifice quality to meet a deadline

## Seeing the Big Picture

"You've got to look out for the best interests of each member of your team, but primarily as to how those interests relate to the total group," writes Ramundo. Giving individuals preferential treatment can foster speculation and resentment among your workers. According to Ramundo, "Acting unfairly, or even being perceived as acting unfairly, will severely threaten your ability to lead, much less to motivate."

## Employee Focus

Ashley Anderson is the Office Coordinator in our Aberdeen Branch location. Ashley's hard work, positive attitude



and dedication are invaluable to our operation and have quickly made her an asset to 1ST TEAM. Ashley constantly volunteering to pitch in and help in any way she can is just one example of her willingness to go the extra mile for our team and our clients. We have heard time and time again from both associates and clients that Ashley is always smiling, always friendly and always willing to help. She always comes to work full of enthusiasm, ready to take on new challenges and eager to learn everything needed to be a staffing industry expert.

*"When there is discipline, everyone knows what to expect and the rules are the same for everyone."*

“Opening Doors to Permanent Jobs”

# Congratulations!

**1ST TEAM Staffing would like to thank and congratulate the following individuals who have taken permanent positions with some of Maryland’s Best Companies:**

Nelson Acosta	Kenny Carde Perez	Tanya Guy	Dominick Ludd	Nyongbah Sackor
Brian Akins	James Carter	Jeff Hale	Joseph Maina	Candace Sadler
Katrina Akins	Edgar Chambers	Christopher Harris	Jessica Mason	Christine Salvati
Zem Zem Ali	Marchellus Chavez	Elizabeth Hendricks	Keith Mathis Jr.	Angel Santiago
Gary Allen	Meagan Clark	Ryan Hendrickson	Bernice Matthews	Carlena Sickels
Christopher Alston	Shanda Clemens	Kali Hickey	LaTasha Matthews	Blandine Solefack
Toymanuela Andrus	Antonio Conley	Shamain Hill	Kwame McCullough	Tykia Spencer
Mercedes Arevalo	Deon Connelly	Mark Hogston	Nyamah McGill	Adam Strohecker
George Ashe	Rochelle Coronado	Earl Holley	Takilla Mckenzie	Mark Taylor
Jacqueline Baggetta	Robert Cummings	Joseph Homan	Melinda McLean	Towanda Taylor
Alphonse Bance	Wilmot Daye	Scott Howard	Michael McNeil	Jamile Thomas
Carlie Barrott	Thomas DeMary	Paul Hube	Marvin Mickey	Cecilia Vincent-Kotalik
Mohamed Bashir	Abdourahime Diallo	Abdirahman Iftin	Timothy Milner	Marsha Vitritti
David Becker	Tiahoudy Diallo	Joseph Ivory	Vanessa Moucheron	Jeremiah Von Steenburgh
Franklin Belin	Anthony Dixon	De'Nay Jackson	Sylvester Mumford	James Ward
Joedy Bernardi	Thomas Dotson	Justin James	Evelyn Nastos	Anthony Warfield
Stephen Billings	Shawn Edwards	Gaither Johnson	Bhailal Patel	Percy Warren
Gregory Blake	Ronald Feiler	Martin Johnson	Bharat Patel	Jack Wasowicz
Katie Blake	Mensida Fernandez	Robert Johnson	Stefon Peele	Paul Weir
Michael Bolewicki	Rodney Fields	Victor Jones	Steven Perry	Thorn West
Devrin Bowling	Jerad Fisher	Judy Knopp	Stanley Pietrowski	Dirk Williams
Faith Bradley	Chris Flores	John Kopp	Elijah Pompey	Dominic Williams
Cortney Branch	Satya Foster	Tori Kucz	Mikkie Poole	Vicki Williams
Sara Brenegan	Brandon Freeman	Michael Lane	Jamin Putney	Derrick Wilson
Lance Briley	Colleen Gaffney	Mayso Lawrence	Angel Resto	John Witten
Nathaniel Broughton	Gary Generette	Yesenia Lazo	Michael Riegger	Scott Womack
John Burkey	Sindy Godoy	Rae Lesane	Marta Rivas	Steve Worthington
Dontay Burrell	Mark Graves	Shante Little	Raymond Robinette	Bret Worthy
Tracy Callahan	Regine Guefack	Tony Lucas	Joshua Rowles	Christopher Wyatt

**This quarter, 1ST TEAM provided 145 employees with permanent jobs!  
Their hard work, loyalty, and dedication to get the job done have made them stand out from the rest!**

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