

THE ULTIMATE L&D GUIDE TO INTERVIEWING STAFFING VENDORS

19 questions you never
thought to ask






BUT FIRST, ~~COFFEE~~ READ ME

If you're considering staff augmentation for your learning department, use this handy guide as a quick reference tool to make the interviewing process for potential staffing partners quicker and more efficient. This comprehensive guide, (first mentioned in [this blog post](#)) gives you added insight into the top 19 questions you never thought to ask when seeking a qualified and trusted staffing partner. We welcome you to print this cheat sheet and refer to it often as you evaluate potential staffing partners!

**“IT IS NOT THAT WE DON'T KNOW THE
RIGHT ANSWERS, IT IS JUST THAT WE
DON'T ASK THE RIGHT QUESTIONS.”**

– tony robbins



LET'S PLAY 19 Qs

CHARACTER

Q. Is staff augmentation right for my learning organization?



If the staffing company you're interviewing answers this question with a one-word response that rhymes with "less" and offers no further explanation, you should immediately question their character and whether they have your organization's best interest at heart. We'll save you the time by offering this short 8-question quiz to determine if staff aug is the right outsourcing strategy for you – [take the quiz!](#)

Q. Can you tell me about a previous challenging client experience?



Listen to how the representative tells the story about the difficult situation. Note whether their overall tone is positive, negative, or neutral, and listen closely for the staffing company's chosen resolution.

CHARACTER



What makes your staffing company unique or special?



While this question may seem vague at first, leaving it open ended for your interviewee to interpret can offer valuable insight into company's character. They may choose to shed light on unique processes or perhaps give a peek into their company culture. In either case, listen for any distinctions that would add value to your team.



Fun fact: Companies that utilize minority & women-owned businesses as suppliers are eligible for tax breaks & incentives!



Do you perform background checks on your available talent resources?



A reputable staffing vendor will perform necessary background checks to ensure a sound hiring decision is made and to protect themselves and their clients from potential risks relating to competency, integrity, safety, and theft.



What are your expectations of the clients you work with?



It's nice to get your cards on the table from the start to ensure this could be a good match. What are your expectations for response time? What is your communication style? How do you prefer feedback?

CHARACTER



Can you provide references?



The answer is hopefully "yes!" Pro tip: Be sure to ask for current references (ideally within the last year) that are specific and relevant to your industry.

CULTURE



What are your core values?



This favorite quote of our CHRO (Dana Janssen) says it all! "Culture eats strategy for breakfast!" — Peter Drucker. If the potential staffing company's core values are not a clear reflection of what is most important to your learning team, then the partnership may be doomed from the start!

What's most important to us at ttciInnovations? Innovation, Quality, Integrity, and Responsiveness — the four core tenants of our company culture.



What does your onboarding strategy look like?



Listen for the mention of culture and how it plays a part in their overall onboarding strategies. If culture is not made a priority from the start, this could be a serious red flag that may result in a disconnect between future placements and your current team members.

CULTURE



To what lengths do you go to ensure that your clients' culture is represented authentically?



One of the most important qualities our clients are seeking in both a training and staffing partner is that their unique company culture is understood and carried out authentically throughout the deliverables our Innovators on Demand® complete. Listen for their onboarding and oversight strategies to ensure that these processes align with your expectations.

COMPETENCE



What experience does your company have in our industry?



With over 20,000 staffing companies in the U.S. alone ([American Staffing Association](#)) alone, the options for filling your training department's temporary talent needs can feel quite overwhelming! But when you narrow this list down to staffing companies that have experience and expertise in the realm of training and development, the list becomes much smaller! Filter that list down even further to staffing vendors that have a background in L&D and specialize in financial institutions, and you get one – ttciInnovations!

Our Innovators on Demand® are experts with the specialized skill set and the onboard-ready industry knowledge needed to be the Extra Hands You Don't Have to Hold!

COMPETENCE



What other companies are you currently engaged with?



While it's helpful to partner with a staffing company that has a history in your industry, it's even more important that their competency is up to date! Are their current engagements recent or long standing? See if your competitors' names come up. If they don't willingly offer a list of references, you might want to take what they say with a grain of salt.

Innovators on Demand® Clients We Adore!

Bank of America 

amazon 

Ameriprise 
Financial



What's your internal turnover rate?



A staffing company's ability to attract the right resources for your needs is only half the battle. If their internal turnover rate is high, that's a sign that they're likely not taking the time to retain and nurture their resources. As a rule of thumb, you'll want to ensure that the company you engage with has less than a 40% turnover rate.

For transparency's sake (we believe it's key!), this year to date, our Innovators on Demand® turnover rate is less than 6%. That's a number we're proud to share, as we believe it's a clear indication of how seriously we take our recruiting process to ensure that our staff aug placements are mutually beneficial to both our Innovators and our clients.!

COMPETENCE



Do you have the available resource pool to meet our needs?



Keyword: Available! It doesn't matter how large the staffing company's resource pool is if those resources aren't currently available to meet your immediate needs. When time is not on your side, we recommend this being one of the first questions you ask!



What is your recruiting process?



Listen for transparency when the interviewee describes their recruiting process. Are their candidates properly vetted to meet your company's standards? What sort of skills are they assessing? What experience do they look for? Ask if they require work samples during the vetting process.

COMMITMENT



What's your turnaround time for candidate selections?



The average time to acquire talent from — job posting to the screening process — is 9 days (SHRM, 2017). In our humble opinion (and maybe yours too), that's 7 days too long! Partnering with a staffing vendor that can produce qualified applicants quickly is imperative.

Our 48-Hour Turnaround Time Guarantee:
Once an Innovators on Demand™ request has
been received by our resourcing team and
funding has been approved, we can offer your
learning team qualified candidates for review
within just 48 hours!



Is there an upfront cost for resourcing candidates?



Some companies require an upfront cost to begin the search for qualified resources - and those upfront costs are not always refundable! And not all of those upfront costs are refundable! This can be an unnerving risk for your organization if the provided candidates don't meet your standards. Be sure to ask what the engagement investment is, as it could be a deal breaker. Rest assured, our team requires \$0 down to start the search for your perfect Innovators on Demand™!



Do you offer a guarantee?



A reliable staffing company should be as confident in their resources as they are with their ability to match the right candidates to the most suitable environments. If, for any reason, you are not satisfied with a contractor that has been placed, you should have access to options! But do be aware of any no-questions-asked policies. Though they may sound convenient, a staffing company that is committed to your satisfaction will work with you to identify the areas needing improvement and either upskill the current placement in a timely fashion or find a more suitable replacement quickly.

Ask these follow-up questions:

- a. What measures do you take to ensure the candidates are qualified?
- b. Is there a time restriction on when you can request a replacement candidate?
- c. Who will be responsible for addressing and/or mentoring the dissatisfactory placement?



What does the engagement process look like?



Pay close attention to the following points as you listen to their unique process:

- o How many candidates you'll be offered to review
- o Whether you can participate in the interview process
- o Who will be the main point of contact
- o Whether the fees follow a monthly or actuals structure



How do you measure client satisfaction?



A reliable staffing company will regularly measure client satisfaction and should be open to sharing those performance metrics with you. Listen for direct feedback, client surveys, or internal measurements, as each model offers a different perspective. Their answer will help you determine whether that staffing company will be able to meet your organization's internal evaluation needs. For example, one of our financial clients measures their vendor performance based on the following metrics...

COMMITMENT

2018 YTD Active Metrics

21

PROJECTS
LAUNCHED

LOB PROJECT COLLABORATIONS:

04 REG 02 GBAM
06 CON 02 GWIM
06 GTO 02 SS

22

RESOURCES
ON DEMAND
PLACED

EXCELLENCE ON ALL

ACTIVE 2018 METRICS:

- ✓ Issues Severity 1
- ✓ Issues Severity 2&3
- ✓ Copy/Edit Quality
- ✓ Functional Quality
- ✓ Change Request Volume
- ✓ # Resource Issues Escalated

Our Innovators on Demand® Measure Up
(above & beyond!)

"YOU PROVIDED TALENTED, SKILLED
AND EXPERIENCED EXPERTS WHO
BECAME INVALUABLE MEMBERS OF THE
LEARNING TEAM."

– Lisa Whitehurst-Wright
Learning Manager

Bank of America 

"JENNIFER HAS DONE A GREAT JOB THINKING CREATIVELY
ABOUT HOW WE CAN LEVERAGE EXISTING TECHNOLOGY
AND MOBILE FUNCTIONALITY TO PROMOTE ENGAGING AND
INTERACTIVE EXPERIENCES. SHE HAS ALSO CONSISTENTLY
MET THE PROJECT TIMELINE WITH EACH DELIVERABLE. WE
LOOK FORWARD TO CONTINUING THE WORK WITH HER!"

Learning Manager | Fortune 500 Investment Firm



TAP INTO OUR TALENT ON US

Keep in mind that these questions are meant to serve as a stepping stone to help you uncover a staffing partner that truly aligns with your unique learning organization based on the 4 C's – character, culture, competence, and commitment! You may find that some of the questions are not relevant to you and your needs, and that's a-okay in our book! We're not always a one-size-fits-all talent solutions provider and encourage you to customize this template as you see fit! If you have any questions along the way or want to learn more about our [Innovators on Demand®](#), please feel free to reach out to our staffing experts.

Tap Into Our Talent on Us

New clients get the first week free.

[CONTACT US TODAY TO LEARN MORE](#)

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