



Invest in the Success of Interim Staff: Give Them the ‘Full-Time Treatment’

Employers look to temporary professionals to fit seamlessly into their core teams and deliver the best performance possible while on assignment. However, if the firm doesn't invest in the success of interim staff from the outset, there's a good chance neither expectation will be met.

Treating temporary workers as little more than the “fill-in crew” is to limit their potential on the job. Instead, help contingent staff to feel like part of the permanent team from day one. It can lead to positive outcomes for the business in both the short and long term. Here's how to do it:

Provide a ‘mini-orientation’ process

Making sure temporary personnel have a designated workspace and the necessary equipment and resources is a good start, but don't overlook the fact that these workers are likely unfamiliar with your firm. They don't know basic but important information — for example, where to find office supplies or who to call for technical support. So, take time to provide them with a “mini-orientation” — an office tour, introductions to key employees, and a brief overview of relevant policies and procedures.

Also set specific goals for temporary workers to help them better understand the objectives of their engagement — as well as your expectations. And while you want to provide clear guidance to these employees, avoid micromanaging. Most interim personnel are highly skilled professionals who come to assignments prepared to hit the ground running. If you've worked closely with a staffing specialist to ensure the best match possible, it's unlikely much time will be needed for the contingent worker to get up to speed.

Help break down barriers with full-time staff

Your temporary employees will have a far more positive and productive work experience if they can “click” with their full-time colleagues — even if they only work with them for a few days. Help facilitate a positive connection by talking with your permanent team about why the firm is engaging interim staff members, including where these professionals will be working, with whom and for how long.

Another way to build rapport: Consider pairing temporary workers with full-time personnel who can be their go-to resources for any questions. Also, make a point to keep interim professionals in the loop on what's happening in the organization by including them in relevant meetings and copying them on all pertinent department or company communications.

Acknowledge their contributions

Contingent staff members want to be commended for delivering good work just as much as your full-time employees do. Once they understand their contributions are appreciated and provide clear value to the organization, they'll be inclined to work even harder for your business during their engagement.

Once temporary workers have had an opportunity to make an impression at your firm, you may not want to let them go. Interim personnel often become viable candidates for full-time positions; in addition, they might be able to refer other talented people to the firm. But if you haven't done enough to make them feel like part of the team, convincing these professionals to accept an offer of full-time employment may not be so easy.

By laying the groundwork for an interim employee's potential transition to your permanent workforce, you'll help set them up for success — no matter how long they work for your firm.

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