

Building a Great Temp desk (full Day)

Introduction

- ❑ How the industry started
- ❑ Where it is now
- ❑ Where is it going?
- ❑ Basic definitions and jargon

Overview of the Temporary process

- ❑ Flowchart and steps
- ❑ Detailed introduction to each of the steps involved from taking the job brief

Common sourcing and selection procedures

- ❑ Writing effective adverts
- ❑ Overview of interviewing techniques for temps
- ❑ Reference checks
- ❑ Negotiation techniques

Prospecting for GOLD Clients

- ❑ Identifying gold/silver/bronze prospects
- ❑ Where to find prospects
- ❑ How to organise them and what to do with them
- ❑ How to organise your prospecting time for maximum success

Cold calling techniques

- ❑ Overcoming call reluctance
- ❑ Setting a call objective
- ❑ The structure of the call
- ❑ Your voice and what it tells about you
- ❑ Non-verbal body language
- ❑ Reverse Marketing Techniques
- ❑ Role play business development scripts

Overcoming Objections

- ❑ Role play your way to handling any objection

Closing

- ❑ Asking for the order/business
- ❑ When how and why

Filling a job over the telephone

- ❑ Group discussion on why
- ❑ Knowing your available's
- ❑ Role play

Managing the numbers

- ❑ The sales funnel
- ❑ The client type ladder
- ❑ The benefits of KPI's
- ❑ Managing activities to get the result
- ❑ The power of positive thinking

- Pulling it all together

Running an effective temporary desk

- Measuring success
- Time Management