



## Building a Great Temp Desk

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**An interactive 1 day workshop designed to deliver face to face, either in house or via public workshops.**

**Who should attend:** New Temp consultants who want to learn the techniques that will build a highly profitable temp desk. Experienced consultants would like to formalise their knowledge of the temporary recruitment process.

**Outcome expected:** Participants will gain the skills to build a maintain a highly profitable desk. They will have both the confidence and inspiration to build their temporary recruitment business.

### **CONTENT**

#### **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



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### **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

### **How to contact us:**

The Recruitment Training Company

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