

## Outsourcing: The advantages for small businesses

In this difficult economic climate firms are considering outsourcing most, if not all, of their Human Resources functions as a way to save money and maximize internal resources. The decision to outsource Human Resources administrative services is crucial for small companies who are feeling the impact of the economy. The Small Business Associations estimate that the average small business owner spends between seven percent and 25 percent of his or her time handling employee-related paperwork. When the time spent on all the other HR tasks is factored in, this figure rises to 35 percent to 45 percent.

Additionally, the Small Business Associations estimate that the average annual cost of regulation, paperwork and tax compliance for companies with fewer than 500 employees is about \$5,000 per employee. For companies with more than 500 employees, the cost is about \$3,400 an employee.

Outsourcing Human Resources functions makes monetary sense on several fronts, beginning from the cost savings gained by reducing the HR labor force and concentrating on higher-level analytics and strategic services. By utilizing the expertise of Human Resources administrators, companies achieve Human Resources best practices, and can focus on growing their business.

By outsourcing these functions companies no longer have to deal with the overwhelming paperwork and do not need to learn new, specialized duties to

For example, a company that outsources payroll doesn't need to know about tax withholdings. In addition, companies experience such benefits as reduced risks and liability in their employee relations and have the power to provide a benefits package with excellent service at a lower cost. Shifting the burden to another firm means less work for in-house staff and a stronger focus on the internal business. For over 16 years HR on Call has been providing strategic and Human Resources administration services to companies nationwide.

Please call us for a quote and see how you can start saving money by outsourcing your HR services.

Richard Thomson  
HR on Call

## Top Ten Qualities to Achieve Success

### 10. Confidence

Never let anyone make you feel inferior; they can only do so if you give them "permission" to.

### 9. Persistence

Don't quit easily.

### 8. Think (Bigger)

The higher you move up the ladder, the more complex the decisions.

### 7. Continuous Improvement

Always strive to be better than you are today. Don't be afraid to take risks and make mistakes.

### 6. Details, Details, Details

Ultimately, every business comes down to details. If your strategy is solid but you botch the execution of the details of the plan, you'll end up in the doghouse.

### 5. Don't Be Afraid To Lead

Successful people are often leaders.

### 4. Be Competitive

One of the basic tenets of capitalism is the competition that exists in a free market. You will either be the hunter or the prey. If you are not competitive, then you'll end up getting eaten for lunch.

### 3. Honesty Is The Best Policy

If you are in business, your reputation counts for a lot so be sure to be ethical in your dealings with your co-workers and clients.

### 2. Work With People

A big part of your success will consist of learning how to interact with others and how to manage human capital.

### 1. Be Positive

Be positive, infuse your personality and work with positive energy. You'll get more done with a positive outlook rather than a negative one.



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## What To Expect From a Performance Evaluation

A performance interview is a two-way discussion that involves preparation and participation by both supervisor and employee. Performance evaluations are tools to aid in employee self-development and learning, which lead to improved performance. They are not a disciplinary tool.

A performance interview should unfold as follows:

1. The meeting should be held in private where there will be no interruptions or distractions.
2. The employee should have plenty of time to review the data compiled on their performance so they are prepared for the discussion.

3. The meeting will probably be about an hour long, it should not be hurried or sandwiched in between appointments, appearing unimportant or of a second hand priority.

4. The person conducting the meeting should have first hand observation of the employee's tasks and accomplishments and have sufficient information on the day-to-day problems faced by the employee.

5. Employees should know what behaviour is expected of them in the areas in which they are being assessed. A simple misunderstanding is easier to deal with than conscious resistance. All the responsibilities of the position should be taken into account over a significant period of time, not just what happened yesterday.

6. Performance, accomplishments and skills should be evaluated not personality or how well an employee is liked or disliked.

7. Difficult salary problems are not to be discussed at this time.

Colleen Clarke

For more information on how we can help your company visit our website [www.hroncall.ca](http://www.hroncall.ca) or contact us .



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## Ontario Privacy and Personal Information Legislation

**ARE YOU READY?**  
**We can help you get ready!**

We can help you design a **personal information program** to ensure that you are prepared and protected.

**The program will include the following:**

- Information workshop
- Audit of current personal information policies and practices
- Development and implementation of personal information policies and practices
- Set up complaints procedure
- Security and protection of personal information against loss and theft
- Assistance in the designation of individual(s) responsible for organization compliance

## The Value of an HR Audit

The major aim of an HR Audit is to examine current policies, practices and strategies and to gauge their effectiveness in the context of your business.

A formal HR audit can help by:

- Ensuring Legal Compliance
- Identifying Areas for Improvement
- Identifying Root Problems
- Justifying Costs
- Measuring Performance Against Standards
- Measuring Results
- Quantifying Efforts

At ProAct HR Solutions, we have the experience to help you implement new methods, new systems and change.

**Can HR on Call conduct a complimentary HR audit for your company?**

