

Have you ever been to the Caribbean? How about the *Customer Care-ibbean*©?

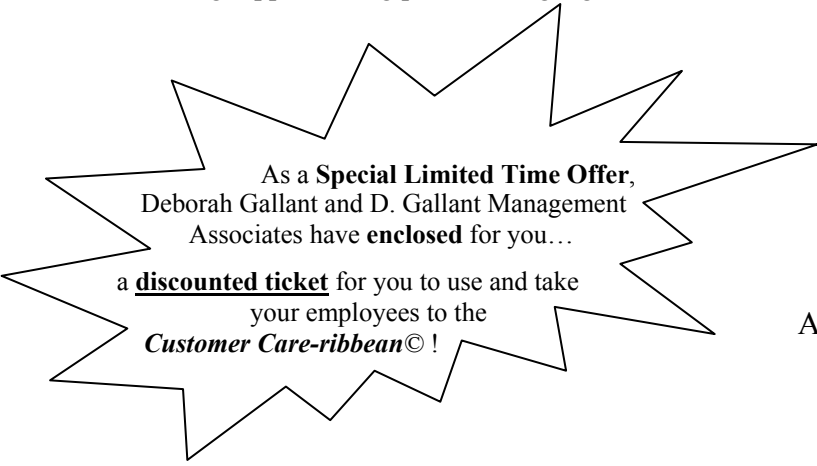
Let D. Gallant Management Associates take you and your employees there with their **brand new interactive customer service training game!**

This board game is an entertaining way to train your staff and get your employees energized and excited about caring for the customer by focusing on communications and teams while utilizing your organization's goals, values and mission.

It is a comprehensive customer service-training tool that can be tailored to your staff's specific needs and was especially designed to enhance employee's service attitudes and skills.

This highly pragmatic, intensive game helps your employees gain a much better perspective on the impact of their job on customer service. Participants learn about the importance of a customer-focused attitude, how to represent the corporate mission, building rapport, using positive language, and how to motivate fellow team members.

Customer Care-ibbean© equipped with dice, multiple boards, flash cards, and player pieces can accommodate up to 75 people at a time and be tailored to represent your organization's specific desires and requests!



As a **Special Limited Time Offer**,
Deborah Gallant and D. Gallant Management
Associates have **enclosed** for you...

a **discounted ticket** for you to use and take
your employees to the
Customer Care-ibbean©!

For more information, call our office today at:
(207) 773-4800

Also, watch for the arrival of D. Gallant Management
Associates' Sales Training board game,
Sale'm Village!

Fun & WORK. Do they really belong together?

Of course they do! "Fun in the workplace is, more than ever before, becoming significant for companies today," says a survey report from the Society for Human Resource Management (SHRM). Companies that promote fun at work are more effective than companies that do not, said three fourths of the HR personnel surveyed. Survey participants credited workplace fun with helping attract new employees, reinvigorating veteran employees, strengthening co-worker bonds and

sparkling creativity innovation.

Small businesses may have an edge in the fun department. The SHRM found that companies with 99 or fewer employees were more likely than medium-size or large companies to believe their workplace incorporated just the right amount of fun. Some fun generating ideas such as social events, recognition of personal milestones (birthdays), and celebrations of professional achievements, were rated as more

effective with small work forces than with others.

Check out these entertaining execs, and how they raised their company's FUN Factor:

Tim Lybrook, CEO-Teletron, Inc., laid a toy-car racetrack from one office to the next and challenged staff to cross the finish line first... but only when they hit production goals!

Gary Blinn, President-Norfolk Beverage, rented a sleeper bus last summer and drove employees to Sturgis, S.D., for a day of music, food and roaring Harleys at the annual Black Hills Motorcycle Rally.

the *President's Corner...*

Behavior Based Interviewing

Behavioral based interviewing is a style of interviewing, which is often used to gather information about a candidate. The basic premise behind behavioral interviewing is this: *The most accurate predictor of future performance is past performance in a similar situation.* It provides a more objective set of facts to make employment decisions than other interviewing methods. Traditional interview questions ask general questions such as "Tell me about you." The process of behavioral interviewing is much more probing and gathers more specific information.

To change a typical question, which asks the candidate to project how a situation would be handled in the future, consider placing the question in the context of the past. Design a behavioral question for each skill desired, which will require the candidate to provide a specific example from his or her experience, which describes to you how they demonstrated the skill in the past. Consider the following sentence stems:

- Describe a situation in which you...
- Give me a specific example of a time when...
- By providing examples, convince me that you can...
- Describe the most significant project, event, or teaching situation that ...

In essence, you are asking for the candidate to describe the situation, what action was taken, and the result or outcome of the situation. As an interviewer, you may probe further for more depth or detail such as "What were you thinking at that point?" "What were the consequences of that action", or "Tell me more about your meeting with that person," or "Lead me through your decision process." Always listen carefully to the response, ask for clarification if necessary, and make sure you understand the answer. Prepare these questions prior to the interview and take notes to ensure remembering.

Call me anytime at your convenience and we can discuss how you can prepare for your next interview using Behavior Based Interviewing Skills!

~ Deb

WHAT'S IN A BOSS?

When 600 workers were asked to pick one trait a boss should possess, 26% ranked "leading by example" as the most important quality followed by:

20% Strong Ethics/Morals

17% Knowledge of Business

14% Fairness

13% Intelligence/Competence

10% Employee Recognition

Source: Ajilon Professional Staffing, Sadle Brook, NJ

Regional & National SEARCHES

Equipment Mechanic/Operator
Merrill's Marine Terminal – Portland

State Director – Maryland
Institute of Professional Practices, Inc.
Baltimore, MD

Senior Consultant, Power Markets Planning
La Capra Associates – Boston, MA

Physician Assistant
Northern Adirondack Planned Parenthood,
Plattsburg, NY

We welcome any referrals and/or names of individuals who may have an interest in these or any of our open positions.

Call John Manning at:
(207) 773-4800

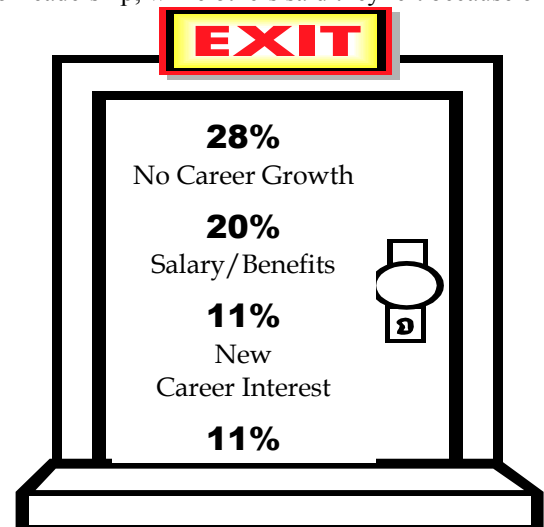
EXCITING NEWS...

from D. Gallant Management Associates!

Deborah L. Gallant, President of D. Gallant Management Associates, was informed on January 9th that she had successfully passed the comprehensive exam required for certification as a Senior Professional in Human Resources (SPHR). This certification shows that the holder has demonstrated mastery of the HR body of knowledge and has accepted the challenge to stay informed of new developments. This certification is a public recognition of professional achievement. Congratulations Deborah!

LEAVING WORK

Of 138 public company executives asked, "What was the No.1 reason for your departure?" 30 % said they left because of poor leadership, while others said they left because of:



Source: Clark Consulting, Barrington, IL