

August 2021

News from TRICOM

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produce feelings of respect, dignity, and trust? Unfortunately, acts of incivility are often easier to identify (and are done so far too often).

I had the pleasure to attend the Global Leadership Summit again this year on August 5th and 6th, and one of the many presenters was Shola Richards. Recognized as an authority on workplace happiness and engagement, Shola's articles and wildly popular "Positivity Solution" series have reached readers in over 160 countries. He is the Founder and CEO of Go Together Global, having shared his transformative message with leading healthcare organizations, top universities, Silicon Valley, the motion picture industry and on the TEDx stage; his greatest honor being the keynote speaker for the Department of Homeland Security three days before the 15th Anniversary of 9/11.

Shola's presentation on workplace civility deeply resonated with me. I feel we, as leaders, have a role in leading culture back to civility.



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CLICK HERE TO READ HOW YOU CAN FOSTER CIVILITY IN THE WORKPLACE THROUGH THE FIVE VALUES FOR LEADING OTHERS WITH CIVILITY.

This Month's Webinar: Loyalty is the Magic Word



Date: Thursday, Aug. 26, 2021
Time: 2 PM EDT / 1 PM CDT
Duration: 1 hour
Cost: Complimentary

[Click to Register! »](#)

Struggles finding internal talent, demanding customers, and mounting frustration — do any of these sound familiar to you? The current labor market is not going to change much, and you need to find a way to overcome these challenges.

Join us for our August *Industry Insider* webinar for insights on how to solidify your employee/employer relationship and safeguard the clients that you want to keep. Loyalty will create the bond that will help you succeed in today's market. However, loyalty is easy to say, but hard to create. Amy Munroe with Staffing eTrainer will help you determine the best questions to ask your clients (companies and talent), understand the phase of the relationship you have with each client, craft a magical value proposition for your team, and focus on the 'client of choice' for the strongest loyalty.

In our time together, you will learn the magic of:

- Understanding the relationship phases to keep loyalty strong
- Gathering quality feedback to gauge service impact and improve loyalty
- Crafting and delivering a strong value proposition and engagement for your internal team
- Determining your client of choice to create the strongest partnerships and loyalty

By the end of this session, you will know why loyalty is the magic word.

Did You Know? This Month's Podcast Features a Panel Discussion on Lessons Learned, Seizing Opportunities, and Working Better with Clients

On the latest installment of TRICOM's *Insights with Insiders* podcast series, TRICOM President / CEO Julie Ann Bittner visits with three staffing company owners: Crystal Blackwell of Staffing One in Georgia, Al Simon of APS Solutions in Missouri, and Sergey Bogomolov of Solve.IT Strategies in Illinois. Listen in as they tackle some of the top questions facing the staffing industry at this moment, including:

- What are some of the best practices that came out of 2020?
- What are the current challenges and opportunities you're facing?
- What role does company culture play in your company's success?
- What should the staffing industry do to work better with its clients?

With nearly 75 years of combined staffing industry experience, discover what this group of CEOs / Owners believes is key to learning the lessons from the last 18 months, overcoming challenges, and taking part in the staffing industry's bright future.

[Click to listen!](#)

Watch for NEW PODCASTS posted the second Thursday of each month on TRICOM's Spotify channel. Each month we bring you insightful and relevant conversations on topics that are impacting staffing company owners right now. They're discussions you won't want to miss!



Get the latest industry news, resources and updates right to your newsfeed by liking TRICOM on [Facebook](#) and following us on [Twitter!](#)

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Events:

Sept. 8 – 11 — TempNet Fall Conference. The Lodge at Whitefish Lake, Whitefish, MT. [tempnetstaffingassociation.org](#)

Sept. 28 – 30 — ASA Staffing World 2021. Gaylord Rockies Resort & Convention Center, Denver, CO. [americanstaffing.net](#)

New On TRICOM.com!

The July *Industry Insider* webinar, *Covid-19 Employment Issues: Returning to Work & Vaccines*, is now online! Employers are addressing new Covid-19 employment issues related to return-to-work policies, workplace safety, and vaccinations. Join us for our July *Industry Insider* webinar as Assurance provides employers with a better understanding of the current return-to-work landscape; including what they can ask about vaccination status, implementing employee policies within the workplace, and other COVID related issues employers may be facing. We'll cover how to work with employees expressing concerns around returning to work and what potential concerns employers should be on the lookout for. By the end of this session, employers will have a better understanding of how to manage the return-to-work employment issues. [Click here](#) to view the presentation.

PLUS.... Check out our podcast section on our homepage at TRICOM.com! Watch for our new monthly podcast series, "Insights with Insiders," with new podcasts being added the second Thursday of each month (and sometimes even sooner!).

You can also pop over to [Spotify](#) to follow us and listen to terrific conversations!

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