



Temp News

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It is likely that many of us consider ourselves good listeners. At the same time, we should admit there is always room for improving our listening skills.

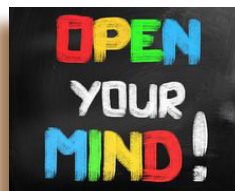
Active listening is typically considered the most effective type of listening. What is *active listening*? The Business Dictionary defines active listening as *the act of mindfully hearing and attempting to comprehend the meaning of words spoken by another in a conversation or speech*.

Active communication happens when you give full attention to your conversation partner, really listen to them and respond appropriately. While active listening will improve your communication in all areas of your life, it is particularly useful in enhancing your relationships at work.

When all participants in a conversation employ active listening skills, they are less likely to experience misunderstandings and it allows for increased productivity.

The foundation of active listening skills is *common courtesy*. Try these simple tips to reinforce your listening skills.

• **Keep an open attitude** so that you are free of bias, prejudice or other emotions that may complicate your communication and interaction.



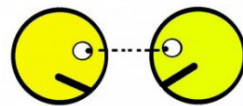
• **Summarize.** Rephrase or summarize to check your understanding. Ask clarifying and probing questions if needed. However, wait until your partner is done speaking before responding or asking questions.



• **Eliminate distractions.** If you have the ability, reduce or eliminate distractions including background noise that can get in the way of you hearing properly and clearly. If you are speaking on the phone, move to a quiet area if needed.



• **Make eye contact** with the person/people you are having a conversation with and/or listening to. This allows you to focus on what is being said while also giving the impression you are attentive. If there is an appropriate opportunity to nod or acknowledge your understanding of the topic, this will also show your attention.



• **Show respect.** Adhere to golden rule and treat others how you want to be treated. If you find it offensive for people to snap their gum and look at their phone as you are explaining something, then be sure not to engage in such activity yourself.



CONGRATULATIONS TO ALL OUR PRIZE WINNERS!



Happy National Staffing Employee Week!

As mentioned in last month's *Temp News*, C&S Business Services commemorated National Staffing Employee Week (September 14-20) with prize drawings and t-shirts for C&S employees.

We are pleased to share the winners of the prize drawings (below). The drawings were announced on the C&S Facebook page and prize winners claimed their prizes at C&S. In addition, nearly 30 employees brought their thank you cards to C&S and redeemed them for a C&S t-shirt!

Congratulations to all the prize winners and THANK YOU to all our employees for all you do for your place of employment and C&S!



Cody Branstetter
Amazon Echo Show



Stacy Schmitz
Keurig K-Class



Richard Brauner
Garmin Smartwatch



Valerie Jackson
Bose Speaker



Maximus Husting
Fire HD Tablet



Mary Gallatin
FitBit Charge 4



Stephen Bland
Bose Sport Buds



Robert Ratliff
Ring Doorbell Cam



Stacy Flamm
Apple Air Pods



What's happening in October:

October 12 -- Columbus Day
(C&S open)

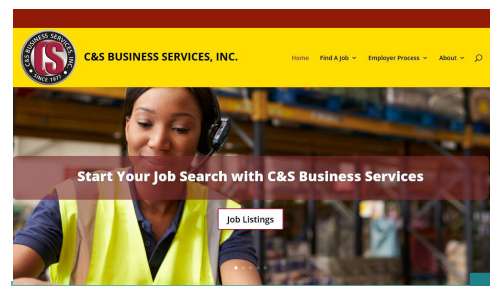
October 16 -- Boss's Day

October 31 -- Halloween

Permanent Placements

The following employees were recently offered and accepted permanent employment at their assignments. C&S would like to congratulate and thank each of these individuals for their hard work and dedication!

Brian Schulte
Deborah White
Malorie Crocker
Rebecca Pugh
Nathan McAdams



C&S Revamps Website

Have you checked out the C&S Business Services website lately? If not, check out our new look and the updates made to **cs-business.com**. The new and improved C&S website has been redesigned to make searching and applying for jobs quick and simple. Employers, applicants and employees can easily navigate the website to learn how C&S can assist them with their employment needs.