



What do the best hourly workers *really* want?

We asked and they answered. Presenting – 2023 Hiring Managers' Guide to Engaging the Best Contract Labor Talent.



120 high-performing Upshifters filled out our survey answering questions on:

How **important** specific criteria are for Upshifters

How **often these criteria are met** when Upshifters are working shifts

4.46 / 5 Important	Feeling respected by other employees	4.08 / 5 Usually
4.56 / 5 Important	Having proper training	3.87 / 5 Sometimes
4.17 / 5 Somewhat Important	A manager greeting you on your first shift	3.70 / 5 Sometimes
4.76 / 5 Very Important	Getting good arrival and parking instructions	4.05 / 5 Usually
4.59 / 5 Important	The manager is open to my questions and willing to help	4.06 / 5 Usually
4.44 / 5 Important	Working with people who have a good work ethic	3.72 / 5 Sometimes
4.21 / 5 Somewhat Important	Feeling as though I'm part of the team	4.01 / 5 Usually
4.55 / 5 Very Important	Feeling respected by the manager	4.14 / 5 Often
3.73 / 5 Nice to have	Recognition and acknowledgement from the manager	3.88 / 5 Sometimes
4.49 / 5 Important	Good team work	4.14 / 5 Often
4.72 / 5 Very Important	Having clear expectations of my job before the shift	3.82 / 5 Sometimes
3.76 / 5 Nice to have	The manager utilizes my skills as opposed to assigning me random tasks	4.01 / 5 Usually
4.20 / 5 Somewhat Important	Being asked to return to future shifts	4.31 / 5 Often

- 1 Respect from employees
- 2 Proper training
- 3 Being greeted
- 4 Arrival instructions
- 5 Helpful manager
- 6 Hardworking colleagues
- 7 Part of the team
- 8 Respect from manager
- 9 Recognition
- 10 Team work
- 11 Clear expectations
- 12 Utilizing skills
- 13 Asked to return

WHY IS IT IMPORTANT?

Contract labor, especially the best and most reliable workers, have a variety of work options to choose from in this day and age.

Companies that have strategies in place to engage and retain contract labor will win the fight for the best talent and ultimately have higher productivity and less turnover.

We see countless examples of our partners who figured out contract labor engagement. They are getting ahead of their competition, have higher fill rates, return rates and fewer cancellations. They can provide a consistently better service at a lower cost.

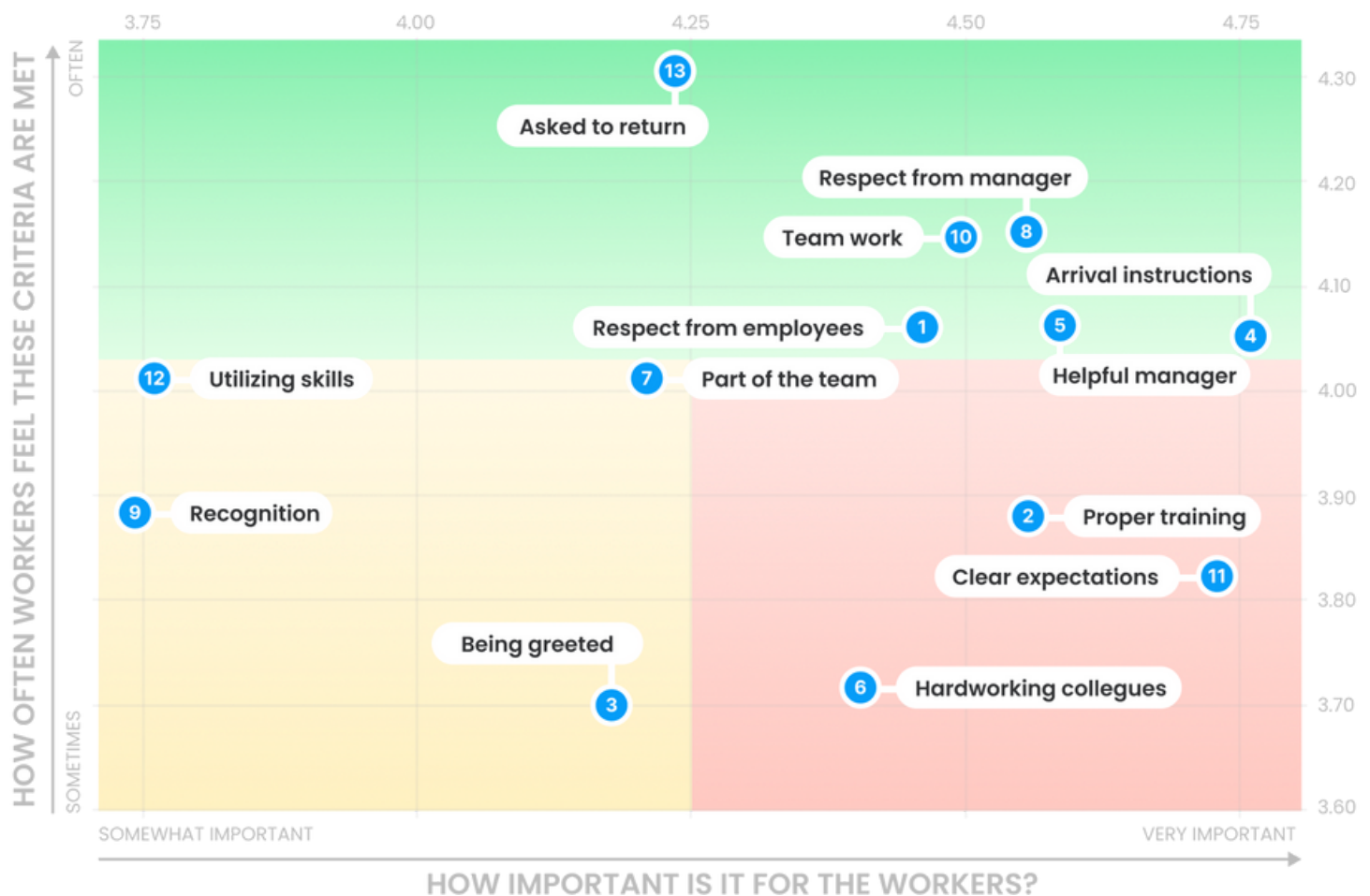
The best thing? The strategies of the best companies come down to just a few simple areas that we're covering in this report.

WHAT EMPLOYERS ARE DOING WELL AND WHAT CAN THEY IMPROVE?

The chart below shows the 13 criteria we asked about.

The right section of the chart indicates the most important criteria for the Upshifters surveyed. .

The bottom section of the chart indicates that those surveyed do not believe their criteria is met.



Green.

What is important for workers and being consistently provided by employers.



Yellow.

Second priority criteria.

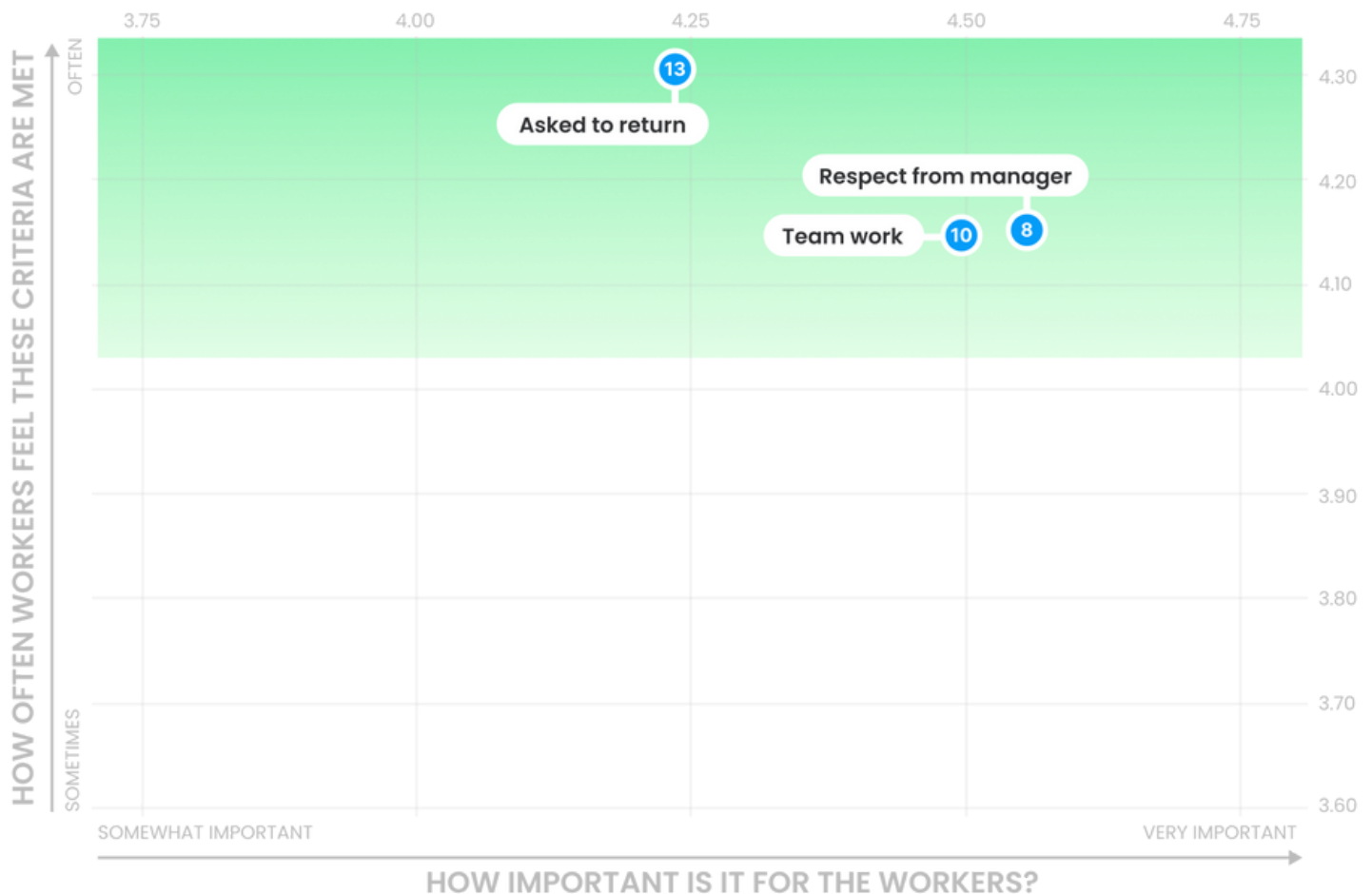





Red.

What is important for workers and but not always provided.

WHAT ARE SOME OF THE IMPORTANT CRITERIA FOR WORKERS THAT ARE SUCCESSFULLY BEING MET BY EMPLOYERS?

Here's what employers are doing well – according to the best contract staff.



	8 Feeling respected by the manager	4.55 / 5 Very Important	4.14 / 5 Often
	10 Good team work	4.49 / 5 Important	4.14 / 5 Often
	13 Being asked to return to future shifts	4.20 / 5 Somewhat Important	4.31 / 5 Often



FEELING RESPECTED BY THE MANAGER

Our Upshifters gladly report that they often feel respected by the managers and treated like they belong.

What are some of the things employers can do to make you feel motivated?

**“Respect temp workers.
To be welcomed and treated as
regular staff.”**

– Jay L., Charlotte, 5* rating

What are some of the things your favorite employer does that make you want to return?

**“I would be willing to return
because everyone worked
together like a All-Star team and
got the job done.”**

– Torrence J., Houston, 5* rating



GOOD TEAMWORK

An important component that motivates people is good teamwork. It seems that the people we surveyed come away with consistent positive experiences.



BEING ASKED TO RETURN TO FUTURE SHIFTS

This one is pretty simple. The surveyed workers admit that it's quite important for them to be asked to return by their employers and that it happens often.

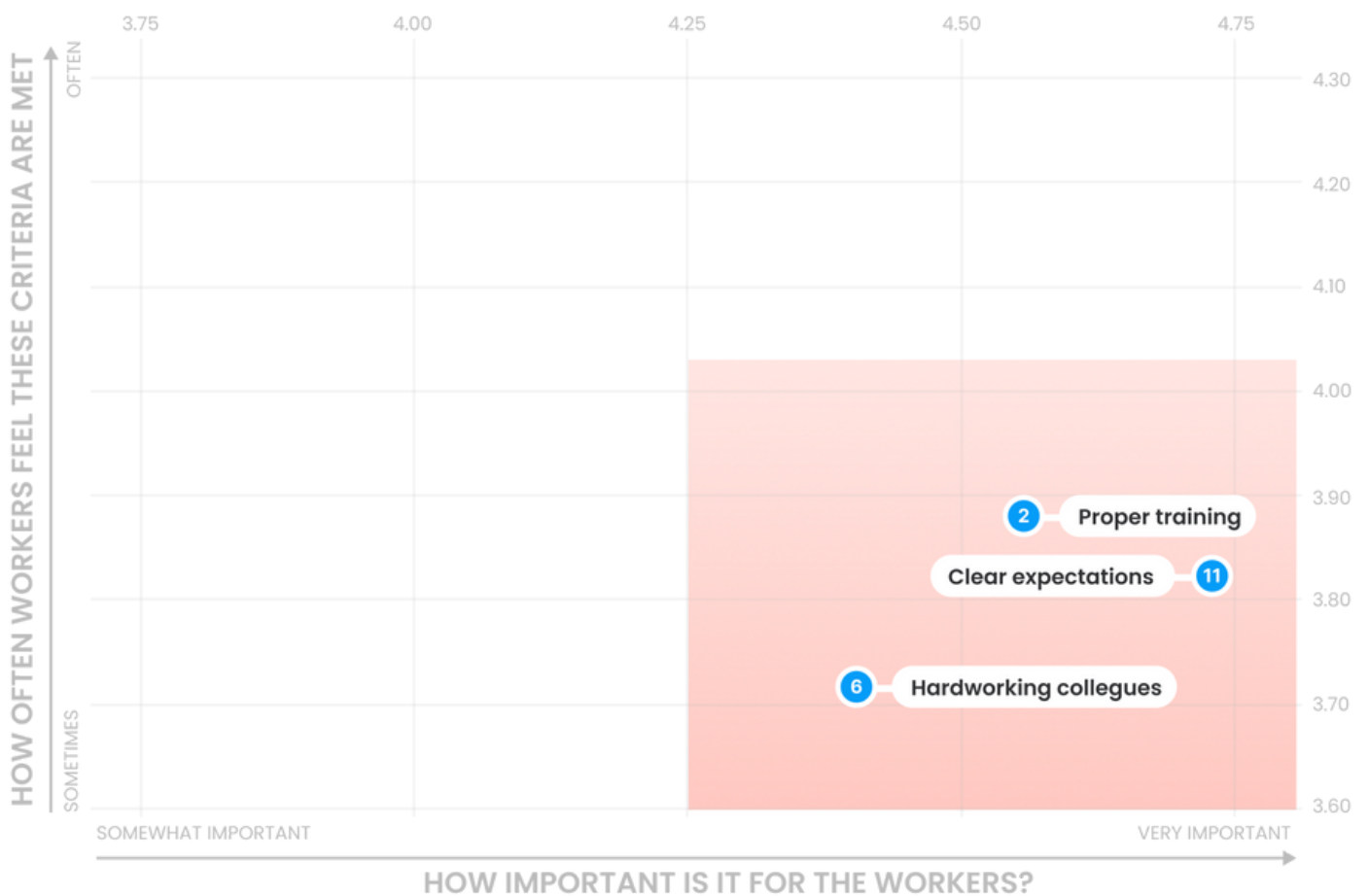
What are some of the things employers can do to make you feel motivated?




**“Ask you to come back. You're
not an employee, so when they
ask to reserve you for a number
of days, it's a testimony of what
they think of your work.”**

– Oscar S., Charlotte, 5* rating

WHAT EMPLOYERS COULD IMPROVE ACCORDING TO THE HOURLY WORKERS?

In this section, we'll focus on criteria that are important for the best hourly workers but not often met.



	2 Having proper training	4.56 / 5 Important	3.87 / 5 Sometimes
	6 Working with people who have a good work ethic	4.44 / 5 Important	3.72 / 5 Sometimes
	11 Having clear expectations of my job before the shift	4.72 / 5 Very Important	3.82 / 5 Sometimes



PROPER TRAINING

Having proper training is crucial to achieve optimal productivity, safety and employee satisfaction. However, surveyed workers said they wish they would receive training more often.

What were your best employers are why?

"[...] The best employer I've worked at really took time to train us and set expectations."

- Eric C., Houston, 5* star rating

What are some of the things employers can do to make you feel motivated?

"Remain calm with new hires and promote good training to help them become confident and consistent with good quality work."

- Julianne F., Atlanta, 5* rating



HAVING CLEAR EXPECTATIONS OF MY JOB BEFORE THE SHIFT

Clear expectations help increase job performance, job satisfaction and set accountability. Without it, even great workers can get confused. Having clear expectations was the second most important criteria for the surveyed workers, yet many said they didn't have clear expectations often enough.

What is most important for you on your first shift at a new business?

"A true explanation of the type of work expected from me. Too many of the job descriptions are just vague boiler plate. Also up to date info on whom I'm supposed to report to."

- Cameron M., Columbus, 5* rating

What were your best employers are why?

"My best employers have been businesses [...] who also had fair, approachable, and effective leadership & management in place that explained the goals and expectations for each shift."

-Thomas A., Columbus, 5* rating



WORKING WITH PEOPLE WHO HAVE A GOOD WORK ETHIC

It's no secret that great workers want to work with other great workers. Seeing low-performers working alongside you can easily decrease motivation.

What are some of the things employers can do to make you feel motivated?

"I always give 110% no matter where I go. Who wants to work with someone with an attitude and who doesn't do their fair share of work."

- Dana W., Miami, 5* rating

What are some of the things employers can do to make you feel motivated?

"Don't let other employees get away with not doing work just because one employee is doing a lot of work."

- Tonya C., Dayton, 5* rating

What are some of the things employers can do to make you feel motivated?




"Meeting good people and helpful staff make me motivated."

- Tasha S., Cleveland, 5* rating

WHAT ARE SOME OTHER THINGS THAT EMPLOYERS COULD IMPROVE ACCORDING TO THE HOURLY WORKERS?

The following criteria are important to hourly workers but they admit that they experience them too often.



	1 Feeling respected by other employees	4.46 / 5 Important	4.08 / 5 Usually
	4 Getting good arrival and parking instructions	4.76 / 5 Very Important	4.05 / 5 Usually
	5 The manager is open to my questions and willing to help	4.59 / 5 Important	4.06 / 5 Usually



FEELING RESPECTED BY OTHER EMPLOYEES

What are some of the things your favorite employer does that make you want to return?

"I love the great energy the good vibes everyone has respect for one another and motivate me to come every day."

- Maria B., Tampa, 5* rating

What are some of the things your favorite employer does that make you want to return?

"Being treated without respect leaves me with the feeling of just trying to get through the shift without issues and to remind myself not to go back."

- Anna T., Kansas City, 5* rating



GOOD ARRIVAL AND PARKING INSTRUCTIONS

This point was the single most important issue for the respondents. It seems obvious but still, some workers wish the instructions were better.

The first day at a new place, new manager, and new staff can be pretty stressful. Knowing how to arrive at a location and where to park to be on time helps a lot!

What is most important for you on your first shift at a new business?

"Proper instructions for the location of the job."

- Quecyon L., Cleveland, 5* rating



THE MANAGER IS OPEN TO MY QUESTIONS AND WILLING TO HELP

What are some of the things employers can do to make you feel motivated?

"Be there and available when needed and provide feedback on the job without being an overseer."

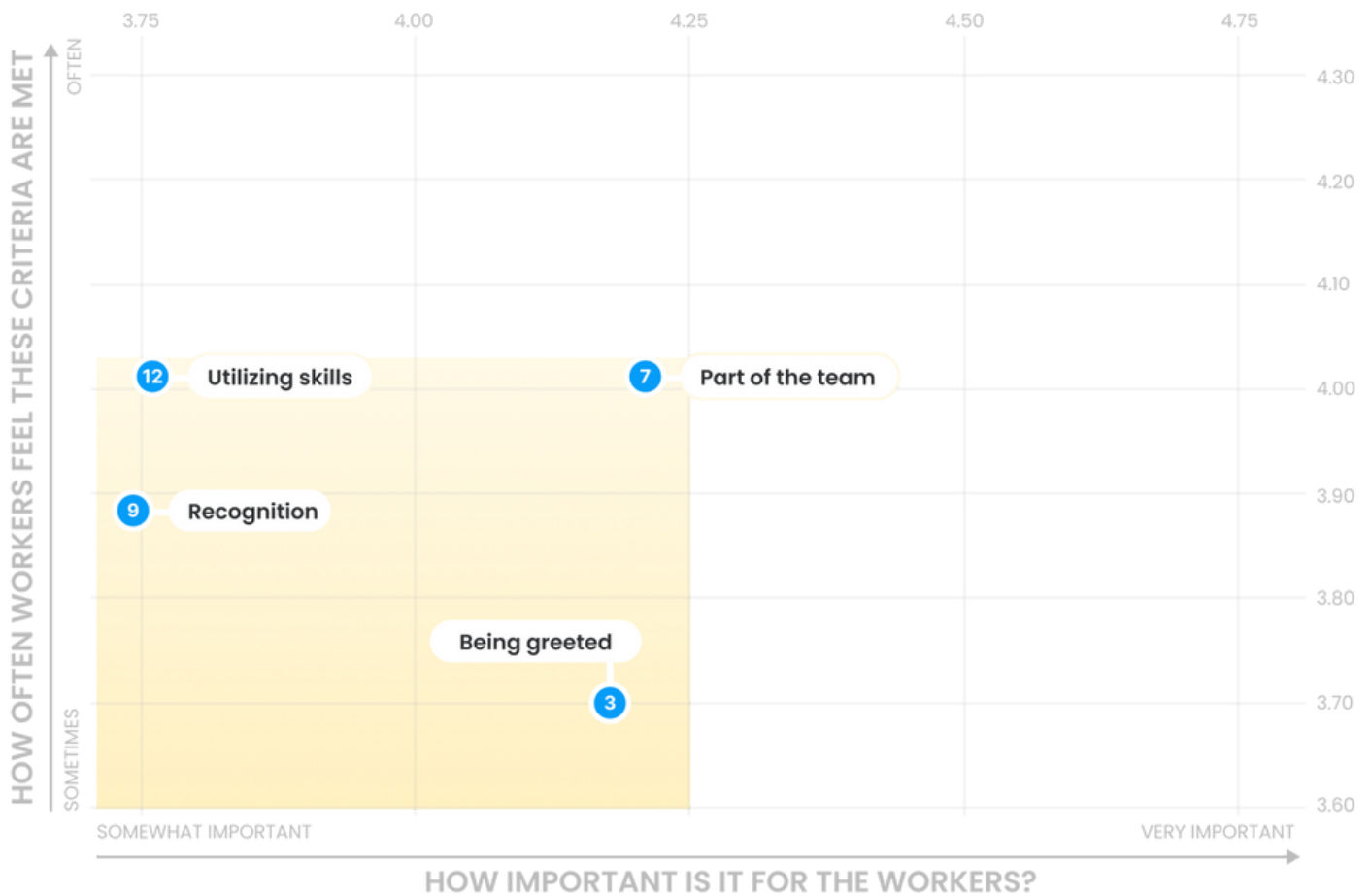
- Tonya C., Dayton, 5* rating





What are some of the things employers can do to make you feel motivated?

"Willing to helping out with things, understanding me and my concerns."

- Tonia W., Columbus, 5* rating

LESS IMPORTANT CRITERIA



	3 A manager greeting you on your first shift	4.17 / 5 Somewhat Important	3.70 / 5 Sometimes
	7 Feeling as though I'm part of the team	4.21 / 5 Somewhat Important	4.01 / 5 Usually
	9 Recognition and acknowledgement from the manager	3.73 / 5 Nice to have	3.88 / 5 Sometimes
	12 The manager utilizes my skills as opposed to assigning me random tasks	3.76 / 5 Nice to have	4.01 / 5 Usually



A MANAGER GREETING YOU ON YOUR FIRST SHIFT.

Studies show that when workers hear their name from a supervisor three times on their first day it can increase the chances of them returning to work by 30%. A simple but very effective tactic.

What has been the best experience you've had working with existing teams?

"Welcomed feeling when arriving for work. It was great to see the smiles, waves and being greeted upon arrival."

- Mark D., Las Vegas, 5* rating

What are some of the things employers can do to make you feel motivated?

"Introduce UpshifTERS to non Upshift employees when possible. Typically you only really know the names of one or two people. Just helps you feel like less of an outsider."

- Cameron M., Columbus, 5* rating



FEELING AS THOUGH I'M PART OF THE TEAM.

Who doesn't feel like they belong? It's worth remembering that contract workers can feel isolated if the manager and staff don't make them feel like they're part of the team.



RECOGNITION AND ACKNOWLEDGEMENT FROM THE MANAGER.

Reading survey replies, there is countless evidence that a little acknowledgement can go a long way and easily make it the best experience someone had professionally.

What has been the best experience you've had working with existing teams?

"Employer made extra effort to treat me as a valuable asset and made me feel welcomed and part of the team."

- Patricia L., Dallas, 5* rating

SUMMARY

How do you deal with the lack of quality candidates, absenteeism and high turnover?

A team of engaged and returning high-caliber workers!

Having analyzed what our most successful partners are doing, we believe that focusing on engaging the best contract workers and making sure their experience is so great that they're happy to come back can solve most of the staffing challenges!

We hope that this report was helpful in identifying potential gaps and also celebrating the effective things that your operation has already implemented.

If you're curious how Upshift helps businesses build their flexible teams, [click here to learn more](#):

[Learn more](#)