



Worksheet 095 – Outsourcing and Offshoring with Nerissa Chaux

We're excited to welcome Nerissa Chaux onto the podcast this week.

She turned her love of helping people into the world of recruitment .

She started her first executive recruitment business back in 2009.

She knows how important it is for every business to find the right people.

That skill-set fits perfectly into this month's **Phase 4: Hiring new employees.**



Different kinds of workers

Freelancing is fairly straightforward. Short-term workers are recruited using websites like Upwork. People are hired using messaging services rather than a live conversation.

Outsourcing is something different. You may want to find someone else to handle your payroll, for example. You would retain a company who would take over that function. You wouldn't be able to choose the individual people who actually do the work.

Offshoring is similar to outsourcing but you have much more control over who is performing the work. It is essentially finding employees in other countries to take over functions like HR and payroll.

Incorporation means creating a business in another country like The Philippines to handle functions like IT or HR.



What is the best kind of overseas worker for your business?

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Different kinds of work

Nerissa believes strongly that there are some jobs that are best suited to being offshored.

Those include, IT, HR and payroll. She thinks that any “client-facing” role should be done in Australia.

Companies too often offshore parts of their business without considering the full implications.

Australians love to talk to Australians.

Outsourcing your call centre overseas is probably a mistake.

Another mistake companies making is not keeping a close connection with their overseas workers.

Weekly conference calls to build a relationship are essential. It’s not about checking up on your workers.

It’s about making them feel part of the team.

It can take as little as a two minute Skype conversation in the morning.

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What roles in your company could be performed by an outsourced employee?

BusinessLegal : Lifecycle

Learn more by ordering the book

Whether you want to have a large company or a small lifestyle business, you must pay attention to the legal aspects right from the start.

The Business Legal Lifecycle is a handbook for you to use in your business on a regular basis.

The key areas that Jeremy Streten covers in the Business Legal Lifecycle are:

How to successfully set up your business

Why and when you need to pay attention to the legal aspects of your business

Who you should consult with along your business journey



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