PHILIPPINES OUTSOURCING:
Quick Start Guide

By John Jonas: ReplaceMyself.com

While hiring full-time Filipino workers isn't rocket science, it's definitely different from hiring a contract for freelance worker. Here's a quick list of things you should know to make your experience much better.

1. You hired a human, not a robot.

Unlike a contract worker, you actually need to take care of a full time employee. They're human. Most people just think they're robots. They'll do mundane, monotonous,repetitive tasks, but they probably won't like it.

Ask them about their work. Ask them how they like what they're doing. Ask them about their family. Make sure they know you care about them (even if you don't...pretend you do).

2. Filipinos are very conscientious.

-They feel like they're not good enough for you.
-They're worried they won't perform perfectly.
-They're VERY non-confrontational.

Because of these cultural traits (which almost EVERY SINGLE Filipino you'll ever encounter will have), if a Filipino doesn't know how to do something, they won't tell you and they'll likely quit their job without explaining why. Keep this in mind as you deal with them.

3. Where To Hire

If you haven't already hired someone, http://www.OnlineJobs.ph is a great place to start. The best way is to create a job post and also contact jobseekers directly by using the "employee skill search" on the left side of the page. Keep the emails and job posts short and easy to read.

4. You MUST train them

Because of #2 above, you must train the workers you hire (unless it's a programmer or designer), or they'll disappear. They don't want to disappoint you. If they're doing it right, it scares them.

They will often try to figure things out (they really want to make you happy), but if they don't know how to do something, they won't "confront" you about it. That's just how it is in the Philippines.

You need to train them, and creating training isn't that hard. If you don't want to do it, we have lots of training for your Filipinos available at http://www.replacemyself.com/outsourcing-training

5. Pay them using Payments.ph

http://www.payments.ph is the easiest way for them to receive money from you.
You might want to start with PayPal because it's easier for you. Ask them.

6. Provide LOTS of feedback
-It will help you get better work from them.
-It will make your experience MUCH better
 and help you keep your employees forever.
-Make sure to provide POSITIVE feedback before
 you give negative feedback. ANY positive feedback
 you can give goes a long way.

7. Use Jing to give feedback.
Every time I've ever asked my Filipino team what they like about me,
lots of video feedback.

Use http://www.JingProject.com.

8. Require them to send you an email every day.
A daily email helps
 1. Keep them accountable.
 2. Keep the relationship under control.
 3. Keeps projects moving forward.
 4. Prevent you from micro-managing.

9. Your expectations
Up front, they (typically) won't be as productive
as a U.S. based employee. They are scared of
you.

They're worried about making mistakes. Give it
time. Nurture the working relationship. It will pay
off 100 times in the long run

10. They're not a project manager.
Don't even try to have them manage a project. Not
yet. The Philippines doesn't have the training and
experience we have in the US. Give the them time.
Then, turn them into a project manager.

11. Pay them on time
Their livelihood depends on it.

12. Don't pre-pay for work
Filipinos are honest. However, don't pre-pay for work (or send them a laptop) until you know you
can trust them.

13. Time tracking
If you want to track how much time your employee spends doing different things, use TrackLabor.
It's completely hands-off time tracking, categorizes the time spent, and doesn't require them to do
anything (except install the application when they're hired)

14. 13th Month
In December you need to pay them a bonus of
1 month's salary.

This is pro-rated if they didn't work for you the
entire year.

15. Employment Policies
Unless you've agreed on something different, tell
them:
-They're expected to work 40 hours/week
-They're expected to send an email every day telling what they worked on (even if they didn't
accomplish anything)
-They're expected to have only 1 job, working for you.

-They can take off whatever personal time they need, just don't
take advantage of it.
-You're here to help them if they get stuck on something. Please ask.
-You expect this to be a long-term working relationship. It's a permanent job.

16. This can be really, really good

My team of Filipinos have literally made me millions of dollars over the years, DIRECTLY from their work.

If you plan on them being a long-term employee, and invest a *little* time training them and providing feedback, they'll do amazing work.

If you treat them like a temporary contract worker from Odesk (someone you don't care about, and who doesn't care about you or your business), you probably won't have a good experience and should go to Odesk to hire people.

GET STARTED!

This comes from my experience over the last 6+ years of doing this. It's been fantastic for my business.

If you have any questions, please ask: support@replacemyself.com
You can also find me at http://www.JohnJonas.com

LEARN MORE:

I regularly run webinars teaching full details of this whole process and my experience over the years of doing this (and of living the 17 hour workweek for years and years).

You can register to join a webinar here:
http://www.ReplaceMyself.com/quick-start-webinar

I also wrote a book which will teach everything you need to know to get started.
Download it here:
http://www.ReplaceMyself.com/Ebook