

PHILIPPINES OUTSOURCING: Quick Start Guide

By John Jonas of OnlineJobs.ph

While hiring full-time Filipino workers isn't rocket science, it's definitely different from hiring a contract or 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 (if you don't...learn to care about them).

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 work with them.

3. Where To Hire

If you haven't already hired someone, 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 "search resume" feature. 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.

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.

Providing training makes them feel safe. It builds trust. It creates rock star workers. Use a screen capture tool to create training (see #7).



5. Pay them using EasyPay

[EasyPay](#) is the best way for workers to receive money from you. There are no extra fees, it offers the best conversion rates and instant transfers are available for registered users.

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 Snagit to give feedback.

Every time I've ever asked my Filipino team what they like about me, their first answer is that I give lots of video feedback.

Use [Snagit](#) to share feedback with your workers.



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. Prevents you from micromanaging.

9. Your expectations

Up front, they (typically) won't be as productive as a U.S.-based employee. They are scared of you. You need to gain their trust. They're worried about making mistakes and disappointing you. Give it time. Give good feedback. 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 them time. Then, turn them into a project manager.

11. Pay them on time

Their livelihood depends on it. Once a week at first, then bi-monthly after you've established trust.



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. If someone asks for money up front or tells you their laptop broke, it's a scam.

13. Time tracking

Time tracking is not necessarily a good thing. I don't use a time tracking system to monitor what my workers are doing. I don't like it, and neither do Filipino workers. Time tracking/screen recording software is a morale killer. I rely on my daily email to gauge their productivity, and it works great.

(If you insist on using a time tracking/screen recording program, many employers use [TimeProof](#), available through OnlineJobs.ph. There are plenty of options out there--just Google search "time tracking solutions," and you'll find all sorts of options.)

14. 13th Month

In December you need to pay them a bonus of [1 month's salary at the beginning of the month](#). This is pro-rated if they didn't work for you the entire year, and you still pay it even if they don't work for you anymore.



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 and let you know in advance.
- 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 time into training them and providing feedback, they'll do amazing work.

If you treat them like a temporary contract worker from Upwork (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 elsewhere to hire people.

GET STARTED!

This comes from my experience over the last 14+ years of outsourcing. It's been fantastic for my business.

If you have any questions, please ask: support@onlinejobs.ph

You can also find me at <http://www.JohnJonas.com>

LEARN MORE:

I have all kinds of [education](#) 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). [Watch the whole process \(with tips\)](#).