

Episode 83: What is the best option you have for hiring the best VA?

[00:00:00] Hey everyone. And welcome back to the business growth advantage. I'm excited to be joined by, my great friend and co-host Liz Henson today. And [00:01:00] man, we have got some great updates for all of you. So I hope that you stick around whether you're tuning in, live, watching the replay, tuning into the podcast.

Welcome to all of you, Liz, how are you doing? I'm good. I'm excited to talk about global vetted VAs a little bit, cuz I know we were talking about where, what direction we're going on. Today's call. But I was just thinking, why don't you like reintroduce? What exactly global vetted VAs is so that as we get to that part of the conversation, we've already laid the groundwork, but I'm doing great.

Thanks for having me as always. You're excited to be here. Of course. So about a month ago. We transitioned my personal brand. If you guys don't know I'm an attorney, and in addition to my law firm I started doing stuff beyond just what the law firm was doing. And, we created an LLC so that we could do that outside of the law firm.

Initially, that was just called Joey C vitality LLC. about a [00:02:00] year ago, we. Essentially renamed the company and rebranded it to the business growth advantage, that's the name of this podcast? It's the name of the book that I'm writing all of that good stuff. And there were a number of things that we were doing and helping people with.

One of the things that we were doing was trying to make it. Easier for people to bring on their first teammate. Usually these days, that means a VA and for a number of years now, I've been invited to speak around this topic because our team has grown exponentially with the help of overseas virtual teammates.

It's allowed us to also bring on a really great high quality, number. local teammates as well. And so I was going on stages sharing, not only here are my tips that I can give lessons that I have learned, because if it's your first time hiring someone it's super overwhelming, it can be very confusing.

It can be very scary. You know what, if you hire the wrong [00:03:00] person, So I was sharing my biggest tips, but also giving away this monster of a Google doc of the exact step by step process that we use to find qualify and hire. really

trustworthy overseas VAs. and if you're interested in that document, and you're watching this live, let us know in the comments and I'll do what I can to get you that Google doc.

Yeah. But here's what, I'm just gonna put the Facebook group in the comments, cuz I think we already have it. We already have it in there, right? Yes. Yeah. Join the Facebook group and then we'll give you that Google doc, But, I'm giving you guys the full story here, because I think it's important to share that after promoting what we're doing for a while, after giving at least a hundred people access to this Google doc, something very interesting happened.

I followed up with the people who I gave this Google doc to, and less than 1% of people.[00:04:00] Actually implemented the Google doc, which if you look at it, it makes sense. There's a lot of steps to the process that we did. It works really well. It takes some time to read a, let alone build out, but we were like, okay, what could we do that could make this even easier for businesses to, to implement on so that they could have a really great VA.

We went a step further. And we said, okay, instead of just having this Google doc, and instead of having something like an online course where you would have access to the Google doc, why not have my team actually go through our process for you? And that was when global vetted VAs was. Like a totally done for you service.

Imagine if you're like, oh, I need someone to help me with my social media. I would love to get an overseas VA. I don't know if anybody's ever used online jobs.ph. It's great. But it's also extremely overwhelming because you'll get 65 applicants. So it takes [00:05:00] all of that overwhelm out and is just, here's your perfect candidate.

and when you said you'll get 65 can. It's overwhelming. It's been, we tend to get over 200 candidates when we put out job postings. Wow. And so yes, it can be a lot to qualify. qualify people figure out who, is a best fit for you. And before global vetted VAs, there was really only two options of what you could do either.

You could go through all of that stuff on your own. Find someone hope for the best or. Go to, a VA staffing agency and there is a time and a place to work with the VA agency, but there are just some less than ideal consequences to it, which is number one. You're probably gonna be paying more.

Because most of them want them to be full time as well. I've worked, yes. Had clients who work with agencies like that, and they usually want you to pay them for 40 hours a week. Yep. And usually you do not own the relationship.

[00:06:00] Yes. Meaning that they pair you with one of their VAs, which can be nice because you don't have to train them.

But it also means that if something doesn't work well, Yeah. you have to go back to the agency and usually you have to pay the agency enough to cover not only the VA that you got paired with, but also for the agency to make a profit. Again, that there are a lot of situations where that can work well in, but there was really a gap that we were seeing where people wanted an easier way to get connected with VAs that they would own the relationship with.

And so That's really what Global Vetted VAs is, it's us going through the process that we go through for ourselves. To match you with the five best candidates that we found when we did the prospect. We can help you with what to say in the interview. We can help, give you, a contract for them to sign as you get started.

But when you do get started with them, they are your [00:07:00] employees or independent contractors. You can pay them directly. You don't have to pay as much. You can pay them as for, as full-time or as part-time, as you'd like. And we have just been getting raving. Feedback with, I think that the 29 people that we've already started working with since we, since we launched this earlier this year.

Yeah. And I don't know if I've ever prompted you for this too, or if we've shared this anywhere, but say I was gonna use global V VAs, what would I need to have ready? Or how heavy of a lift is it? For the person that's doing the hiring. Like we've gotten so many amazing reviews at how great this program is, but I don't know if you've actually shared, like what would I need to have ready?

Do you guys have a questionnaire? What does that look. Yeah. So when you sign up, we do have a questionnaire, and don't let the word questionnaire, stress you out. It literally takes two minutes. Oh my gosh. I love a questionnaire. I'm like, so don't ask me like with a blank canvas, just take me step by step.

I love a good questionnaire [00:08:00] onboarding a plus. And, we try to clarify if, to the extent that you know, what you want, what are those things? And if you don't really know what you. You can just let us know that and we can put our best practices in place. Our goal is within a week after you sign up with us,

we will send you five really high quality VAs that we've already vetted overseas.

And ideally, within the next week or two, we can help you coordinate interviews with those people and you can hire one or maybe. Two, of those final candidates and get started. And the great thing is, you can be bringing these people on for, under \$10 an hour. It should still be more than like \$3 an hour.

Yeah. people sometimes say, oh yeah, you can get a VA for one, \$2 an hour. We do wanna be fair and equitable. We recommend starting, at least around \$6 an hour and then going upwards from there, which is still a fraction of, paying someone. A living minimal wage here in the us. Yeah.[00:09:00] I know plenty of people in the us, work for \$15 an hour, but I feel like in the online space, it's really hard to go anywhere under \$20 an hour.

Yes. It's just really, especially knowing, being on the receiving side of that, how that doesn't get us anywhere, in America it's hard. So it really, for businesses that are growing it's such a great opportunity to grow and. Be able to maintain your profit we're doing what we can right now to just listen very closely to the pain points that people have when it comes to team building, especially, the great thing about bringing on an overseas VA is it can be a very, easy on the budget way to start building a team way to start getting things off of your plate and across the board.

We've just gotten great feedback. But we have also received one, area of feedback on a next way that we can help people, which is okay. It's great that I've now been matched with this trustworthy E [00:10:00] Eva. And it's great that, you've helped us even get the contract ready so that they can sign it and we can move forward.

But what exactly do I do now? And as much work and effort as it can take for you to be connected to the right person, you're really just starting the journey of having that person as a teammate. And so I'm very excited to announce that we are going to be making some real headway over the next month or so, to help even more people.

Not just with getting matched with a VA, but making sure that they are welcoming and onboarding that new assistant as effectively as you can be. And so here's what we're gonna do, everyone. I'm very excited. We are creating a program. The name is still T V D but, it's essentially gonna be like our super sexy, awesome VA onboarding programing.

Yes. Onboarding first steps. [00:11:00] Yeah. If you got any names, let us know what, we're gonna wordsmith that stuff together. But what we're gonna do with it is it's going to be, a free perk of being a global vetted VA client. For everybody who has already bought this, we're gonna be rolling this out next month. And for the month of August, it's going to be free, not just for global vetted VA members, but for everyone, all that you have to do to get access to this program is to join the Facebook.

I say that because we are going to be building this program with the members of the global VA's Facebook group, throughout the month of August. so it's gonna be a very interactive set of trainings that we're gonna all package together really easily moving forward. but every week in. The Facebook group, we're gonna have, a new set of videos and resources for the entire group to be going through working on, because we wanna make sure that this program is as strong as it can be.

We're [00:12:00] excited for your feedback, but we also just wanna say thank you to everybody who has been following us and supporting us on this journey so far. again, now that we have gotten such great feedback on our ability to. Match make at the VA level, we see if there's this new area of opportunity, new way that we can help business owners say, okay, now that you found them, how can you set this relationship up for success?

I love it. So if you've already, if you're already a global vetted VA client, keep an eye out for those emails, keep an eye out in the Facebook group and also let us know, how, what it was like, like when you first hired that VA versus where you are now, what gaps did you see? And that onboarding process.

So that we can continue to make those next steps, yeah. I think that's awesome. Cause it's hard. I remember bringing on my first couple of VAs and I know I want them to do this, but like how [00:13:00] do you set up your first SOP or onboarding process or get something out of your head that you do on autopilot and put it on paper.

That's hard if you've never done that before it's like exercising a new skill. Yeah, absolutely. And, when it comes to building your team and bringing on these new VAs, I don't wanna lose sight of this.

You're also stepping into leadership. And shifting your focus as a business owner from just the entrepreneur to just the salesperson, to really being an effective leader of your team. And sometimes, especially when we talk about

VAs, there's a bit of a sense of oh, I'm just delegating tasks and I'm just, having them follow these clear processes and there's yes.

There's truth to all of that. but if your end game is to not just have overseas teammates, but also to, for you, to build a budget and work with great people locally as well, you can, There's just so many [00:14:00] lessons that you can learn. If you lean into being a leader for your new VAs, that can make your team, your culture, that much strong.

Yeah. And I know you mentioned possibly bringing on some of your leadership team members to talk a little bit about what that looks like to onboard these VAs, to train these VAs, but then train those VAs to train more VAs. Yeah. This is going just to, clarify what this is gonna look like again,, this is gonna be a new free course for business owners to learn how to more effectively onboard your new teammates.

If you want to have access to the course, make sure you're in the Facebook group. The actual course content itself, will live outside of Facebook. but it'll be really great for us to be having conversations around lessons learned takeaways and any places that you might be stuck, you can be letting us know that week to week as we're putting out content, inside the Facebook group.

Yeah, and we really do build it based on, what [00:15:00] members are saying and whether it has to do with onboarding or just a fear of hiring a new person, or, how do I hire my first VA or how do I bring on my first overseas VA, all those conversations are happening in there. And we really do build out how Joey shows up and shares.

Based on, what you guys are saying. And I put the Facebook group in the comments, but make sure that you guys, hop over there. If you're team building, if you're any kind of business, this is especially great for online businesses, but I even have some friends with local businesses that are starting to bring on virtual assistance.

Just to compliment a lot of what they have going on in house or at their brick and mortar. So there's really no, requirements as far as you just have to be interested in growing your team, possibly overseas VAs, just any team building tips, conversations, all of it. I'm so glad you said that because you're right.

It's not just, the very kind of online oriented businesses that can use this. When you were [00:16:00] talking Liz, this reminded me of my dad, who for the longest time was supportive of what I'm doing, but has no idea of who my

clients were. He understood that I was a trademark lawyer, but whenever I had to describe what my clients do, he didn't really understand it.

And when I was talking about virtual assistance at first, he didn't understand that either. But after several conversations, he was like, oh, that would actually be, really great. I think there would be a need for that. He runs a construction company and he now has a growing number of virtual assistance that I've helped him get paired with.

And if a traditional industry of concrete can use like overseas virtual assistance and, there's no limit to your business, leveraging that help as. Yes, absolutely. whether it's, bookkeeping answering phones, booking appointments, there's so many things that, can be done online versus in person and people are realizing that more and more, after COVID [00:17:00] and more and more people are wanting to work remote.

It's providing so many opportunities and. You can have your leadership team here in the states and then hire help in overseas. And there's so many good opportunities. Totally. It's really fun. It's really fun to see businesses grow in that way. It's really fun to grow my business in that way.

And, to follow your footsteps, you're such a good mentor. My gosh. I love having you so much as a co-host Liz. if anybody wants more, if anyone is particularly interested in this course, we wanna make sure that people who are interested, aren't losing sight of it. So feel free to just drop, like the number one or why in the chat, if you're watching the survivor on the replay, the typical siren outside is going off.

So maybe that's a signal for us to wrap up here, but, again, Liz, thank you for joining me to everybody who's tuning in live and the replay. Thanks for supporting what we're doing for continuing to listen to what we're doing to help people. And again, We are very excited to be [00:18:00] putting out, this resource for onboarding VAs.

That based on what we've been hearing is something that a lot of people, could use. And even if you have the beginnings of an onboarding process, This is a part of your business that I think there's always room for improvement on. Oh my gosh. The more that you never finished, right? Yeah. A website center finished.

I feel like an onboarding is never really finished. It's like your home is never finished. There's parts of your business that are just always a work in progress.

And before we forget Joey, this correct me if I'm wrong, but this is the last week that we're streaming outside of the group, correct? Yes.

Thank you for saying that. For all of you who have been tuning in , maybe on one of my personal profiles, thank you for tuning in, next month of next week, officially we are gonna be doing these shows just inside the Facebook group. so it's another reason to join that Facebook group. I wanna make sure that I'm respecting the feeds of people who.

Maybe friends of mine, but aren't business owners and see [00:19:00] this and is this is cute joy, but doesn't apply to me. If that's you, hi. Hi mom. Hey mom. But, yeah, so this is the last week where we're gonna be, live streaming from multiple locations. Make sure that you're in the Facebook group.

If you don't wanna miss out on these conversations live. And thanks again to Liz, not only for being a cohost, but for being a really great community leader in that Facebook group. Yeah. And if you guys ever have questions, don't hesitate. Like my DMS are open. I can get you connected with Joey and his team or the Facebook group, or, whatever you need.

So I love being that dot connector. Awesome. That'll do it this week for the business growth advantage. See all soon.