

# Service Technician Shortage

*A discussion with Jason Blake.*



# Today's Discussion:

- What is it?
- Where are we at?
- Who are the players?
- What are the main challenges?
- What can we do to address them?\*
- Take some questions.

# Background:

- 12 years in workforce arena.
- Toured over 100+ facilities.
- Member of School Board- 5 years.
- Fought with the DOL to establish work base learning programs.



# General Term of Workforce Development

“an [American](#) approach to [economic development](#), attempts to enhance a region's [economic stability](#) and prosperity by focusing on people rather than [businesses](#). It essentially develops a [human-resources](#) strategy. Work-force development has evolved from a problem-focused approach, addressing issues such as low-skilled workers or the need for more employees in a particular industry, to a holistic approach considering participants' many barriers and the overall needs of the region.”

*wikipedia.org*



# PEI's Definition of Workforce Development

“A general term for our industry that offers a solution for the current shortage of skilled trained workers. The shortage is driving revenue shortfall, service issues and an overall slow down of a thriving industry. ”



## Current Workforce Environment:

- Every day in the U.S., 10,000 people turn 65, and the number of older adults will more than double over the next several decades to top 88 million people ...
- The U.S. manufacturing industry is looking to fill **nearly half a million job openings**, according to a report released in May by Deloitte and the Manufacturing Institute (MI). And that number is poised to grow; about 2.1 million manufacturing jobs are likely to be unfilled by 2030.
- A recent survey by RIDGID, a leading supplier of professional grade tools, reveals that a scant **6 percent** of high school students hope to have a future career in the skilled trades – defined as plumbers, carpenters, electricians, heating, ventilation or air conditioning installers, or repair people.
- Most like kind industries report they have a job opening rate more than three times the national average.



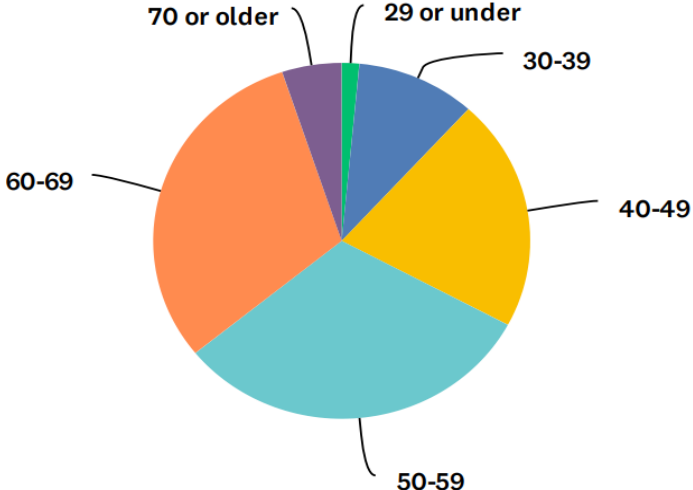
Are we there yet?



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# Industry Environment- Age

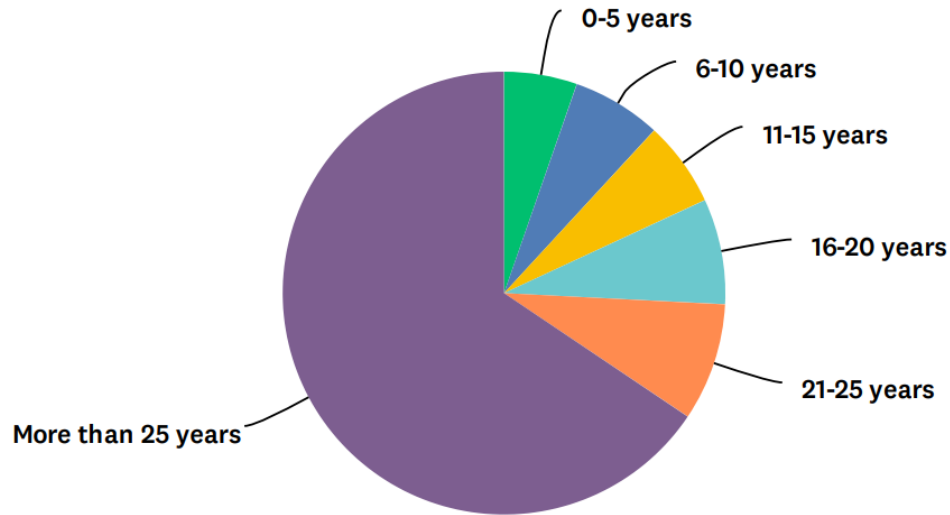


ANSWER CHOICES	RESPONSES	
29 or under	1.51%	5
30-39	10.24%	34
40-49	21.08%	70
50-59	31.33%	104
60-69	30.72%	102
70 or older	5.12%	17
TOTAL		332



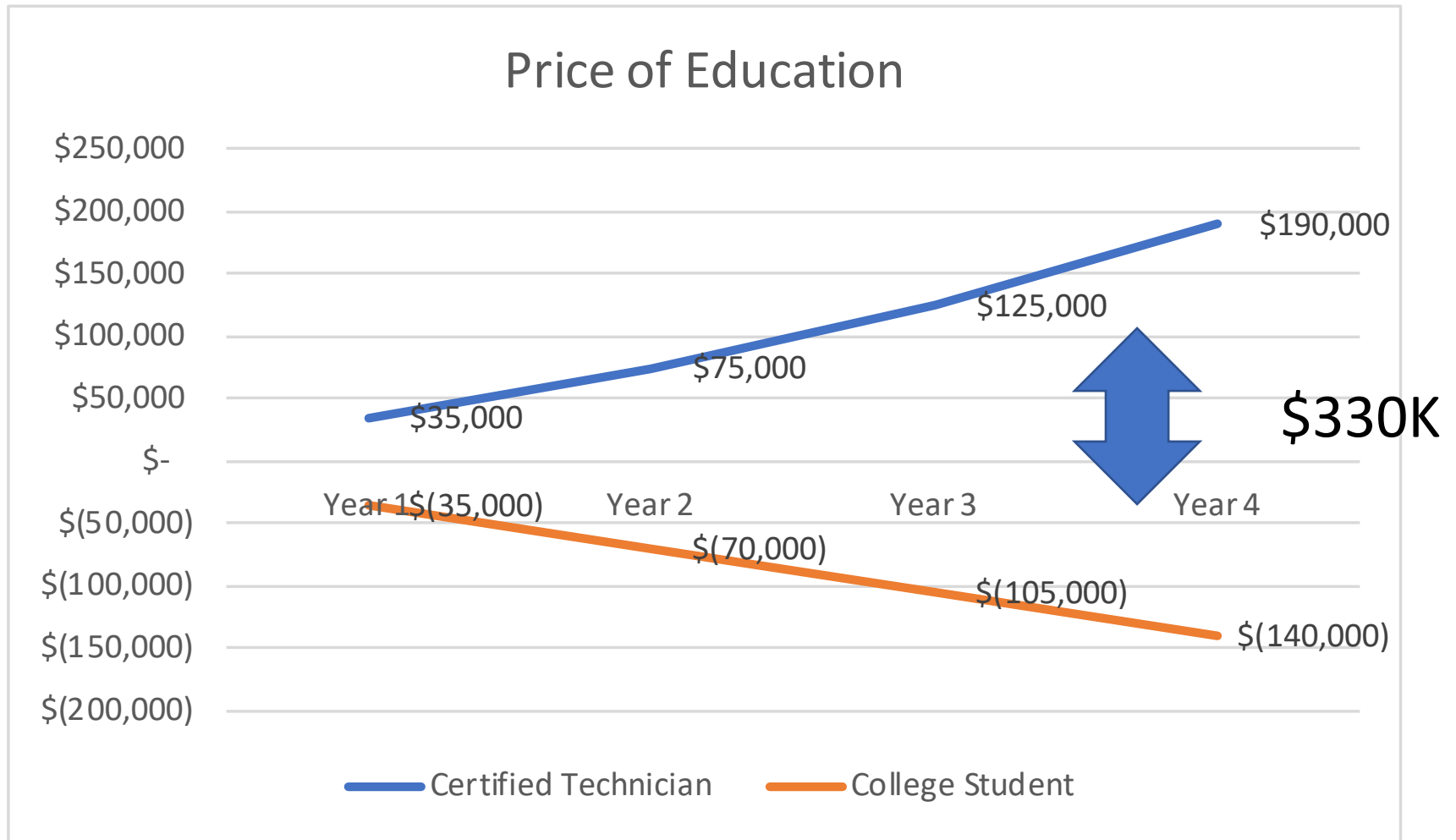


# Industry Environment- Years in the industry:



ANSWER CHOICES	RESPONSES	
0-5 years	5.34%	18
6-10 years	6.53%	22
11-15 years	6.23%	21
16-20 years	7.72%	26
21-25 years	8.61%	29
More than 25 years	65.58%	221
TOTAL		337

# Current Landscape- At home making that decision:



# Our Industry Challenge:

- Limit of industry partners
  - *Solution- Engage*
- ★ • Lack of pipeline for new technicians
  - *Solution-Educate*
- ★ • Bureaucracy
  - *Solution- Streamline*
- ★ • Perception Issue
  - *Solution- Promote*



We need to engage:



**INSPIRE. EMPOWER. NURTURE.**  
Enter with promise. Leave with purpose.

- 91% of our students go onto 4- year school.
- 33% left after the first year.
- **New Metric-** how many are placed in advanced training and are contributing and become tax paying citizens in our community?
- Government entities are starting to pay attention.



Engage:



# Engage:

- Reach out to your current school district.
- Get on an advisory committee.
  - Educate them.
  - Influence their curriculum.
  - Meet the students.
  - Develop your own workforce.
- What to expect.
  - You will be bored.
  - You will get frustrated.
  - They will learn from you.
  - You will build that pipeline.





# Educate:

## PEI- Solutions:

- Assessments
- Stackable credentials
- Master Certification
- Online Technician Learning.
- Work based learning
- Tracking the best.



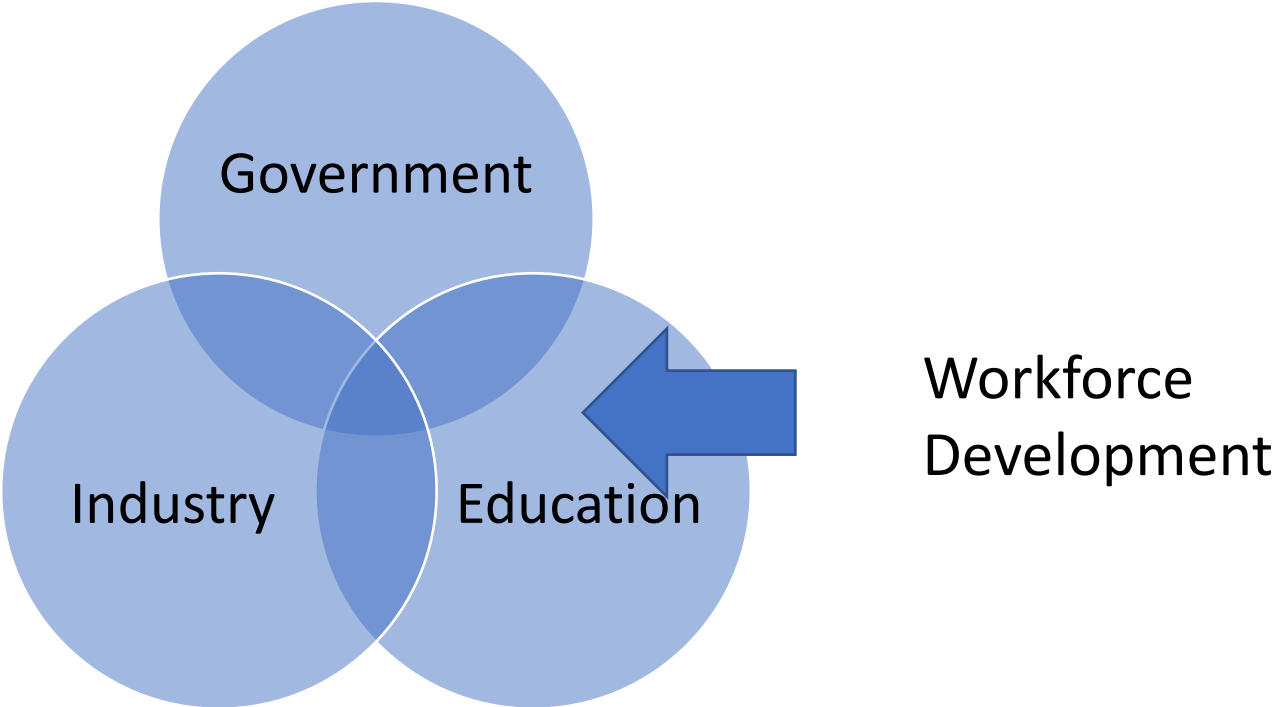
# Federal Government's Viewpoint:

- Paid Work
- Work-Based Learning
- Mentorship
- Educational & Instructional Component
- Industry Credentials
- Safety and Supervision
- Equal Employment Opportunity

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# Bureaucracy- Streamline



# Perception:



Train  
vs.  
Educate

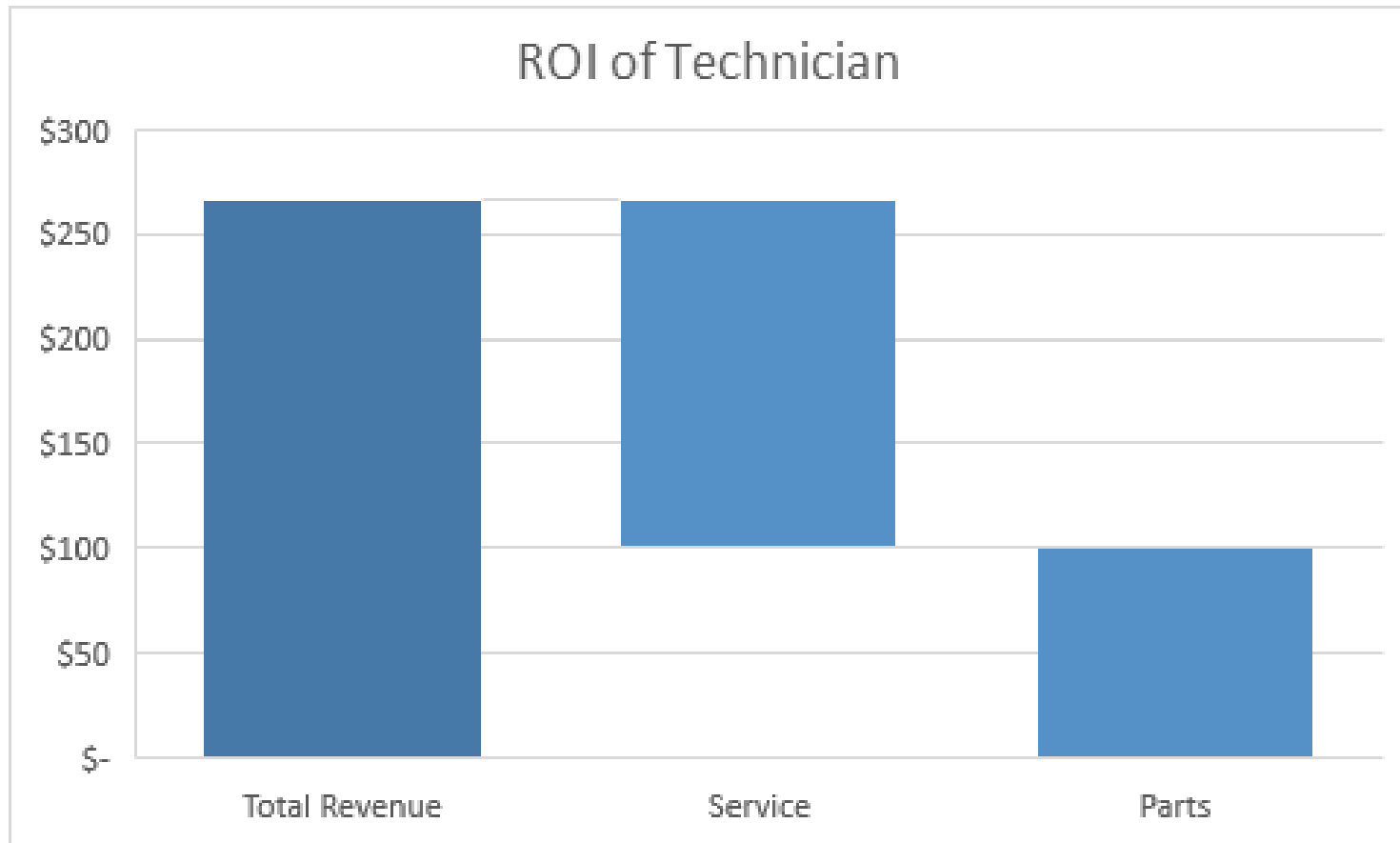
# Perception:



It's a career.  
Celebrate the industry.  
Invest \$\$\$.  
Pay for return.



# Perception Issue- Value of a Technician-(Example)



# Discussion

