

# Confronting the Current Talent Crunch

The United States is facing a 10 million worker shortage – and 2010 is not that far away!

And it's not just the United States, the whole world is experiencing a human resources paradox in which a growing global economy is failing to generate sufficient jobs to reduce unemployment and underemployment. In the United States, joblessness isn't waning despite a relatively healthy economy. There are people who are looking for work and many who are working are underemployed and struggling to make ends meet.

But at the same time, US employers are facing serious talent shortages because of demographic shifts as well as the lack of individuals with the skills required for available jobs. This dual reality of unemployment and talent scarcity is creating a unique, self-reinforcing cycle. It presents governments and employers with a human-resources paradox: how to find the right people at the right time in the right place – and fill the dearth in the midst of plenty.

Manpower - Helping you win in the changing world of work.

## **Steve Heise – Regional Sales Director - Western Region**

Based in Austin, TX. Prior to joining Manpower as the Professional Solutions Manager, Steve launched a California based consulting and implementation practice for Tier 1 Innovation, a Siebel partner. Steve brings over 20 years of experience in both sales management and business unit operations.

**Shirley Sanders**, a 16-year staffing industry veteran with Manpower and former ACCA Board President (2003-2004) will focus on the local recruitment landscape. Ms. Sanders will share tips and techniques to extend your talent net and address the talent crunch contact centers and other employers are facing in the Austin Metro Area.

After your participation in this workshop, you will have a better understanding of how the current talent crunch will affect you and your business, and ideas on how you can manage it.

**The 2008 Area Market Assessment for the Austin Metro Area lists Customer Service Representative as one of the "Top 25 Occupations by Total Jobs."**

—Economic Modeling Specialists, Inc. (EMSI)



This program has been approved for 3 recertification credits hour toward PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI). Please be sure to note the program ID number on your recertification application form. For more information about certification or recertification, please visit the HRCI homepage at [www.hrci.org](http://www.hrci.org).

Wednesday, February 6, 2008  
9:00 a.m. – Noon  
at National Instruments

What do you do?



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