

TECHNOLOGY SKILLS

Roundtable on **Technology Skills Shortage II**



Applied Science
Technologists & Technicians
of British Columbia

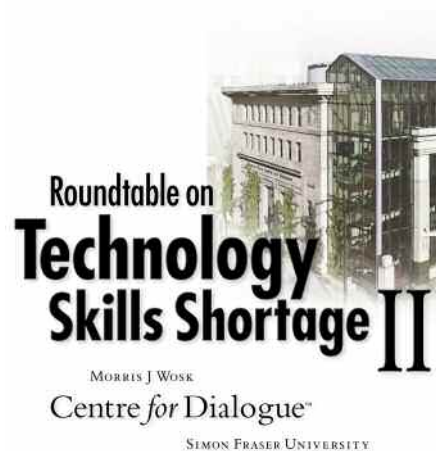


Your organization's future success will depend on making your voice heard.

Contribute your ideas and feedback, share success stories and identify solutions that address the skills shortage head on.

This initiative is just the beginning of a partnership that needs to be sustained with adequate resources and contributions of all kinds from key organizations.

S H A P I N G T H E F U T U R E O F B R I T I S H C O L U M B I A



RTSS II Report

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Roundtable on Technology Skills Shortage II



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An Opportunity for Dialogue

More than 150,000 technology workers in British Columbia contribute significantly to the province’s economy in resource industries, manufacturing, construction, transportation, utilities, government, technology products and services, and beyond. The Roundtable on Technology Skills Shortage II (RTSS II) was an opportunity for all stakeholders from all sectors to engage in discussion on the critical shortage of skilled technology workers.



R T S S I I E V E N T P A R T N E R S + S P O N S O R S

Career Management Association of British Columbia

Roundtable HIGHLIGHTS

RTSS II hosted by... Applied Science Technologists & Technicians of British Columbia
MORRIS J WOSK CENTRE FOR DIALOGUE • Vancouver, BC Canada

Introduction

OCTOBER 31st 2007... ASTTBC brought together over 100 representatives from key BC and Canadian technology employers, industry and professional associations, science organizations, educators and trainers, immigrant and women's organizations, service providers and other stakeholders to attend this half-day Roundtable at the MORRIS J WOSK CENTRE FOR DIALOGUE in Vancouver. The Roundtable on Technology Skills Shortage II (RTSS II) was an all stakeholders' call to action and continues a two-year process started in 2005 at ASTTBC's BUILDING CAREERS IN TECHNOLOGY conference.



Engaging the Skills Issues

A panel of top-notch executive professionals in technology fields in BC was assembled to provide remarks on recruitment and retention of technology workers:

- **Don Safnuk**, President & CEO, Corporate Recruiters Ltd... spoke about three sources of talent – skills and knowledge of existing employees, more graduates and more immigrants; and, the highly competitive environment for recruiting immigrants around the world with today's highly-mobile global workforce.
- **Evaleen Jaeger Roy**, Vice President, Global Talent Planning and Community, Electronic Arts... referred to 'great jobs and great managers', and creating a 'business within a business' as nimble, entrepreneurial units within larger organizations. She stressed the importance of an environment that is physically and culturally engaging.
- **Sandy Innes**, Vice President, Human Resources, TELUS... indicated employers must create a strong employment brand to attract talent. The TELUS brand includes customer, culture and community, for example, a National Day of Service where 15,000 TELUS team members participate in their communities.
- **Don Prior**, Managing Partner, The Caldwell Partners International... proclaimed, "*The war for talent is over and employees have won!*" He spoke of the importance for companies to accommodate baby boomers, while at the same time understanding Generations X and Y, and what motivates them.

In response to insightful comments from panellists, the ensuing discussion centered around how to work together as part of a broader strategy on technology skill shortages, and how employers can reach out to young people in schools and, through their 'influencers', build awareness about and 'sell' technology careers.

Barbara Jaworski, founder and President of the Workplace Institute, is Canada's leading expert on the 50-plus workforce and specializes in the fields of employee engagement, worklife and organizational health and productivity. She developed the Best Employers Award for 50-Plus Canadians™ and hosts the annual Summit on the Mature Workforce. 'KAA-Boom' is what will happen to organizations if they do not start engaging and retaining the 50-plus workforce. Ms. Jaworski highlighted key macro trends as... boomers (45 to 62) today represent 49% of BC's workforce, 46% across Canada; employers are losing knowledge capital; people are outliving savings and facing increased chronic disease; more people are working after 65; workplaces are increasingly diverse and multigenerational. Customization as well as progressive and innovative HR management practices are essential.

Barbara emphasized engagement is key – organizations are trying to measure it, whether they call it satisfaction, motivation, commitment, etc. Engagement is highly valued by the individual and it is strongly linked to customer satisfaction and service. Her thought-provoking presentation stimulated much discussion on topics such as... adults are in career transition, yet many companies' recruitment efforts target younger people; 'skills wastage' in talented immigrants as employers lack confidence in hiring them – need to develop support and tools; lack of awareness of role models; and, best practices among small and medium enterprises (SMEs).

Technology Education & the Labour Market

After a presentation by Kerry Jothen, CEO, Human Capital Strategies, participants were asked a series of questions about technology and BC's labour market. The resulting discussion generated many suggestions, such as... poor image – we need to sell technology... it's invisible ... need media to sell it; young people are lost, yet school counsellors spend most of their time on social issues instead of educational and career counselling; training systems need to change – industry needs shorter programs, not four years; use prior learning assessment (PLAR); post-secondary education system needs to be able to respond quickly to an influx of people entering technology programs; employers need communications/soft skills, teamwork, options for recruiting immigrants, eg: Provincial Nominee Program; and, the mature workforce.

Technology Career Promotion

After a presentation by Kerry Jothen, participants were asked a series of questions about technology career promotion. The ensuing discussion elicited feedback and innovative suggestions, such as... student participants spoke of how technologists are invisible to them; it took seven years to advance promotion in the trades; one body like ASTTBC could help bring together career counsellors to promote action on technology career promotion; get first year college students to talk to high school students about technology career options and jobs; BC Innovation Council has launched a high school/career liaison program; children are turned off and on at an early age – need to promote awareness in early grades so students have more time to think about what they want to do before the busy high school years; need more girls in technology programs and jobs; where do 50 – 55 year old career changers find out about training?

Conclusion

In summary, the key themes of RTSS II were...

- Need to reach out and sell technology to employees, young people, families and communities, and engage them
- Parents and career counsellors play critical roles
- Relevance to young people of experiential, hands-on learning in the workplace
- Target and engage the media
- Strong 'employer of choice' branding is needed
- Differences in generations mean employers have to engage each appropriately
- Opportunity represented by mature workers – need to educate employers and workers
- Bring groups together as part of a comprehensive strategy – collaborate, cooperate and build relationships

Among RTSS II participants, the top three major strategies for meeting technology skills needs are...

1. Implement comprehensive program to promote technology careers and education throughout the K – 12 system.
2. Partner with the Industry Training Authority to develop modern apprenticeships and industry training for skilled technology occupations.
3. Fund strategy to assess and recognize the technology skills and credentials of foreign-trained workers.

Roundtable participants unanimously agreed they want concrete action now on technology skill shortages.

One of the actions coming out of RTSS II will be the formation of a TECHNOLOGY EDUCATION & CAREERS COUNCIL (TECC) to provide strategic leadership and advocacy in advancing the importance of technology careers and education in BC, serve as a catalyst for action and articulate industry policy with governments and educators. TECC will oversee the implementation of... TECHNOLOGY SKILLS 2020, a British Columbia Technology Human Resources Strategy ...a long-term plan currently being developed by ASTTBC in conjunction with partners.

ASTTBC thanked all participants, presenters, facilitators, volunteers and staff of the BC Innovation Council and BC Safety Authority involved in RTSS II, and encouraged all to stay in touch as a few organizations alone will not be able to effectively address the technology skills issues. We need to work together with the stakeholders represented at RTSS II.

Welcome & Opening

Moderator: **John Leech, ASCT, CAE**
Executive Director & Registrar, ASTTBC

Over 100 representatives from key BC and Canadian technology employers, industry and professional associations, science organizations, educators and trainers, immigrant and women's organizations, service providers and other stakeholders attended this half-day roundtable at the MORRIS J WOSK CENTRE FOR DIALOGUE in Vancouver, British Columbia.

John Leech welcomed and thanked everyone for participating in the event, including those who were participating via the webcast. In addition to providing background on the Applied Science Technologists & Technicians of British Columbia (ASTTBC) and its mandate, John outlined the purpose of RTSS II.

On June 19th 2007, thirty-five senior industry representatives from a cross-section of key industries in BC joined the Honourable Colin Hansen, Minister of Economic Development, and ASTTBC to identify priorities and solutions for addressing the increasing shortage of technology workers in BC. Government asked to hear directly from industry and on June 19th, ASTTBC started that process in earnest.

The June 19th Roundtable was an industry 'call to action' and the result of a two-year process started in 2005 through the identification of issues at ASTTBC's BUILDING CAREERS IN TECHNOLOGY conference. Participants at the 2005 conference challenged ASTTBC to take the next steps. ASTTBC responded by making a commitment to take a leadership stance along with others to raise awareness and tackle the technology skills issues.

Key themes among the responses from participants at the June 19th Roundtable were...

1. Increasing a sense of urgency for action among stakeholders
2. Increasing awareness and promotion of technology careers among young people and those who influence them
3. Developing and making available technology-specific labour market information
4. Reforming curriculum and increasing flexible program delivery of education and training related to technology careers
5. Improving foreign credential recognition and making better use of the talents of immigrants
6. Increasing access to retraining, updating and lifelong learning among technology workers and workers in other careers

With these critical challenges as a foundation, ASTTBC and its partners initiated RTSS II to continue the dialogue, at which there is a much broader and inclusive representation by stakeholders.



“Your organization’s future success will depend on making your voice heard. We hope you will contribute ideas and feedback, share success stories and identify solutions to address the technology skills shortage head on!”

John E. Leech, ASCT, CAE
Executive Director & Registrar, ASTTBC

Applied Science
Technologists & Technicians
of British Columbia



“We need to see ourselves as a community of interest, where we need to look at solving the technology skills shortage holistically.”

“The answers are out there – there are ideas in each company that, if we could share them, would help. I heard lots of examples today – either using the web or in person.”



Recruitment & Retention Panel

Moderator: **Matthew Watson**, CEO
BC Innovation Council

Panellists: **Don Safnuk**, President & CEO, Corporate Recruiters Ltd.
Evaleen Jaager Roy, Vice President, Global Talent Planning and Community, Electronic Arts
Sandy Innes, Vice President, Human Resources, TELUS
Don Prior, Managing Partner, The Caldwell Partners International

After being introduced by John Leech, Matthew Watson, CEO, BC Innovation Council, expressed his keen interest being at RTSS II to participate and to moderate this exciting panel. Matthew was able to put together a group of top-notch executive professionals in technology fields in BC – all of whom have insight and experience in recruiting and retention strategies.

Matthew introduced each panellist who then provided a short presentation in the following sequence and brief highlights.



Don Safnuk, President & CEO, Corporate Recruiters Ltd.

- Three sources of talent... skills and knowledge of existing; more graduates; more immigrants
- ‘Talent’ vs ‘skills’ – shortage of executive/management talent, even in India and China
- Not filling existing post-secondary education technology program seats
- Students in high school dropping out of math and science, especially girls
- Highly competitive environment for recruiting immigrants around the world; highly mobile
- Recruitment and retention is about relationship building, not a process
- Rehiring past employees is a viable option to think about



Evaleen Jaager Roy, Vice President, Global Talent Planning and Community, Electronic Arts

- Create engagement with nimble, entrepreneurial business units in larger companies
- Great managers, particularly front-line managers, are critical
- Electronic Arts University; even smaller companies can partner with education and training institutions
- Promote/use ‘job families’ to lay out a career path
- Surprise and delight your employees through fun stuff – they love being recognized
- Reach out to the family, eg: provide support during employee relocation
- Reach into the community – how to give back and be counted as part of the community, eg: EA corporate angels
- Create an environment that is physically and culturally positive and engaging

“We need the collaboration of organizations involved in educating, hiring and promoting technology amongst students and the public at large.”

“Many great ideas, but one I will take away is going into high schools and changing the perception of technology with students and increasing enrollment.”

Sandy Innes, Vice President, Human Resources, TELUS

- Strong employment brand to attract and compel one to apply
- Different generations
- ‘Spike your career’
- We are on the lookout for technicians
- ‘3 Cs’ of the TELUS employment brand... customer, culture, community
- Connections to the home
- Culture statements... courage to innovate; embrace change, initiate opportunity; spirit of teamwork; and, passion for growth
- National Day of Service (September 30th) – 15,000 TELUS team members participated in their communities... *“we give where we live”*



Don Prior, Managing Partner, The Caldwell Partners International

- The War for Talent is over and employees have won!
- People get good advice on job hunting from the web, eg: ‘Ask the Headhunter’ web site
- Three patterns... Young Presidents, Canadian Association of Family Enterprises, TechGroup, ‘Fine Old Companies’; all levels of governments and crown corporations; and, we all have to be ‘employers of choice’
- Have to accommodate baby boomers
- Have to understand Gen X and Y
- Proactive recruitment
- ‘Ministry of Talent’ needed in government; should be in each of our organizations

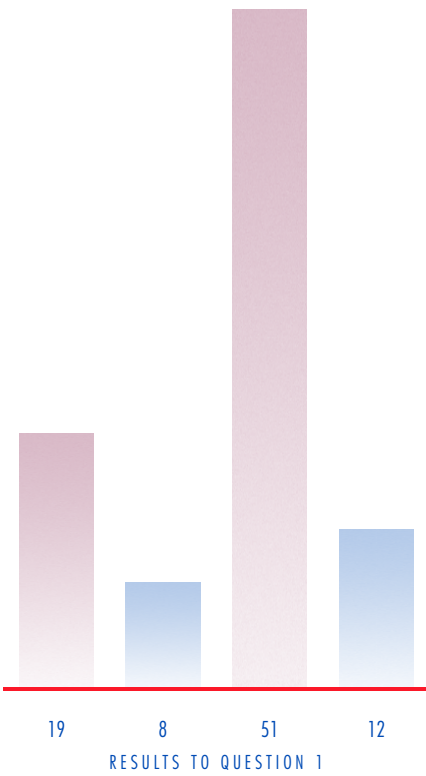


Note: *Darcy O’Grady was on overseas business trip, which came up just prior to RTSS II and was not able to participate in the Recruitment & Retention Panel as originally planned.*

Key Questions, Answers & Discussion

- How can we become part of a broader strategy?
- Working together
- What do we do to get Mom and Dad working with us on promoting science and technology to young people?
- We have to send people to the schools – send young people that are cool; build relationships, sell opportunities
- Keep options open until graduation
- Educators go to employers and associations to get help
- Electronic Arts (EA) is working on taking teams into schools; reaching out; EA partnership on inner city schools
- Companies could sponsor schools; why doesn’t EA sponsor Vancouver Technical School, for example?
- EA example – Masters of Digital Media at Great Northern Way Campus

“The lack of understanding of implementation – what will it take, how can I apply big company practices to SMEs ... after all BC technology businesses are SME – they struggle the most.”



Roundtable participants were polled on the following questions...

Question #1

What is the biggest obstacle to attracting and recruiting skilled technology workers?

Answers #1

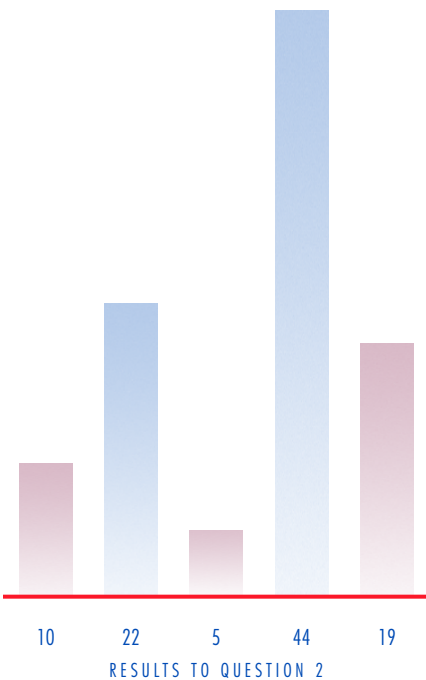
1. Negative image of technology jobs.
2. Inadequate foreign credential recognition processes.
3. Inadequate or declining supply of post-secondary technology program graduates.
4. Lack of resources within my organization to recruit.

Question #2

What is the most important strategy for reducing worker turnover/increasing retention?

Answers #2

1. Improving compensation packages – salaries and benefits.
2. Innovative or progressive human resource practices.
3. Incentives for mature or older workers.
4. Effective, engaging organizational culture.
5. Tools and professional development for small businesses and/or supervisors and managers.



On behalf of ASTTBC and the program sponsors, Matthew thanked panellists Don, Evaleen, Sandy and Don very much.



KAA-Boom! A new weapon in the war on Talent

Keynote: **Barbara Jaworski, BSc, MBA**
 President, Workplace Institute



Harry Diemer, CEO, BC Safety Authority, introduced Barbara Jaworski, BSc, MBA, founder and President of the Workplace Institute, who is Canada’s leading expert on the 50-plus workforce. Highly regarded as a human resources consultant, she specializes in the fields of employee engagement, worklife, and organizational health and productivity. Over the years, Barbara has developed innovative programs and services for more than 2,100 organizations in Canada and globally.

She has developed the annual BEST EMPLOYERS AWARD FOR 50-PLUS CANADIANS™, now going into its fourth year, as well as the annual SUMMIT ON THE MATURE WORKFORCE.

Barbara has also designed and implemented Work Life Solutions – a wide range of programs that comprise one of the most comprehensive and innovative worklife and wellness and disease management services in the industry.



Roundtable participants were polled on the following questions...

Question #3

If you didn't know how old you were, would you guess you were?

Answers #3

1. Older than your chronological age
2. Same age as your chronological age
3. 10 years younger
4. 20 years younger
5. 30 years younger

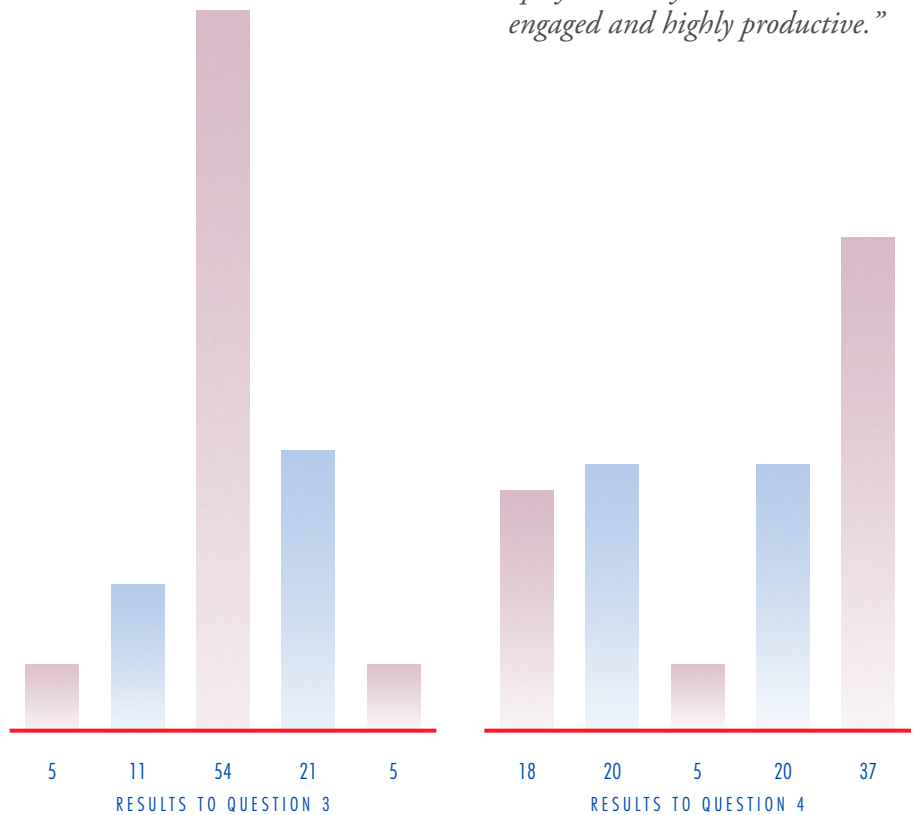
Question #4

Do you plan on stopping work?

Answers #4

1. Before you are 60
2. Before 65
3. At 65
4. At 70
5. Never

“We need to have industry partnering with post-secondary schools and trainers to develop employees so they are retained, more engaged and highly productive.”



Barbara Jaworski Remarks

- ‘KAA-Boom’ symbolizes what will happen to organizations if they do not start engaging and retaining 50-plus workforce (‘KAA-Boomers’)
- Macro trends
 - People outliving savings and facing chronic disease
 - Staying healthy is a major preoccupation for individuals and organizations
 - More working after 65
 - Losing knowledge capital
 - Diverse and multigenerational workplaces
 - Customization – boomers want to feel special
- Micro trends
 - Single women
 - Office romances
 - Commuter couples
 - Internet couples
 - Working retired
 - Stay at home workers
 - Enthusiastic ‘amazons’
 - 30 winkers
 - Pampering parents
 - Dutiful sons
 - Mildly disordered
 - Heavy burden
 - Bourgeois and bankrupt (50% retiring with debt)
 - Social geeks
 - Individual sports
 - Female techies
 - Health of Gen X and Y – less healthy than boomers
 - By 2011, 39% in BC will be 65 or older
 - Boomers today in BC – 46% of the workforce
- Why skills shortages?
 - Declining birthrate
 - Increasing aging
 - Retiring at earlier age
 - Staying in school longer
 - Increasing skill intensity
 - Labour force growth will be near zero by 2016
 - Increased turnover at mid-career, knowledge leaving
 - Need progressive/innovative HR practices (succession planning, worklife balance, career development, diversity, recruitment, retention)
 - We now have knowledge shortage, skill shortage and labour shortage – 3 types co-existing
 - Engagement is key – organizations are trying to measure it, whether they call it satisfaction, motivation, commitment, etc.
 - Engagement is the state of intense concentrated attention and effort... that is highly valued by the individual. It is very linked to customer satisfaction/customer service
 - Generations are quite different... talent versus skills; ‘raw’ talent without the skill sets
 - There are lots of opportunities for mentoring by older workers
 - New strategies are needed for the 45 – 62 age group (46% of the BC workforce)
 - Employers don’t change until there is pain, financial pain

“Notion of evolving new strategies for technology apprenticeship, etc. gradual integration, especially useful to mid-career workers making transition.”

“Hiring minorities – lack of confidence by employers, connect to resources to assist with understanding cultural differences. ESL assistance and contacts.”

KAA-Boom Questions, Answers & Discussion

- A lot of adults are in career transition, yet a lot of companies' attraction and recruitment efforts target younger people
- The reality is though there are skills shortages, there is a lot of 'skills wastage' reflected in talented immigrants; a common feedback from employers – I don't have the confidence to hire immigrants – lack of understanding
- A lack of awareness of role models and best practices among SMEs, eg: Nuheat Industries on Annacis Island that won Top 50 Best Employers award
- We need high school apprenticeships in new areas like technology and health care; there's also a trend of young people preferring to learn on the job
- Kamloops opened BC's first science and technology elementary school in September 2007
- We have a woman in our office who is 72 and there is no talk of retiring; 5 of our managers work from home; I go into the office 2 days per month

John thanked Ms. Jaworski, on behalf of ASTTBC and RTSS II sponsors, adding it was truly exciting, enlightening and useful.

Technology Education & the Labour Market

Facilitator: **Kerry Jochen**, CEO
Human Capital Strategies

John introduced Kerry Jochen, Chief Executive Officer of Human Capital Strategies. Kerry is a good friend of ASTTBC, having helped the Association over the last few years on skills initiatives. Kerry is also well known to many as a highly experienced consultant and executive in labour market, human resource and training, and strategic planning initiatives.

After providing a PowerPoint presentation on macro and micro trends regarding BC's labour market, Kerry identified the following discussion questions...

- How can we identify what technology education and training programs should be introduced, expanded and/or changed in order to better meet BC technology employers' needs?
- How can we better meet the needs of employers and immigrants in recruiting and retaining foreign-trained technology workers?
- What labour market information would help employers, students, job seekers and workers make better decisions about training, hiring, etc.?



Engaging the intergenerational workforce is key... boomers in particular



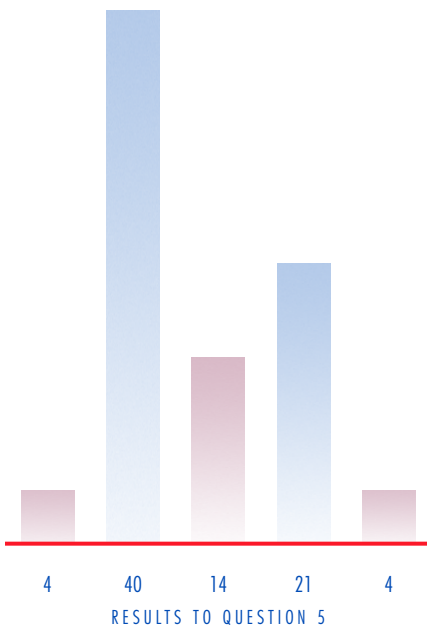
Roundtable participants were polled on the following questions...

Question #5

How should we increase the amount of technology education at the post-secondary level?

Answers #5

1. Recommend government increase funding for targeted technology seats in colleges, university colleges and BCIT.
2. Increase technology co-op, internship and mentorship programs.
3. Rationalize and update technology programs to fill more seats and increase completion rates in a smaller number of intakes.
4. Create technology industry training apprenticeships for skilled technology occupations.
5. Other strategies.

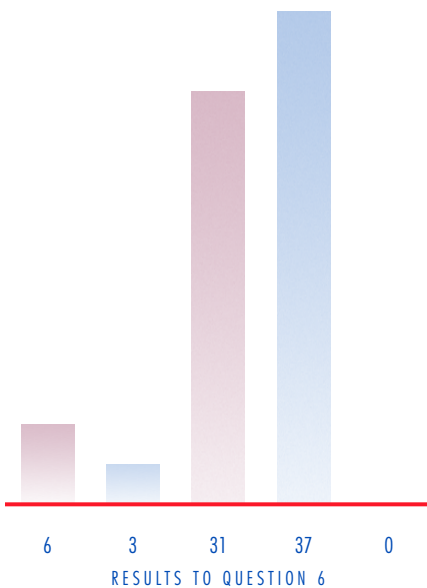


Question #6

How are companies solving the skills shortage problem differently now than in the past?

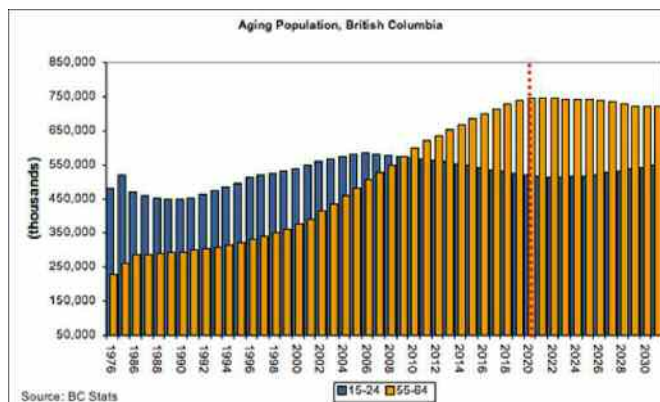
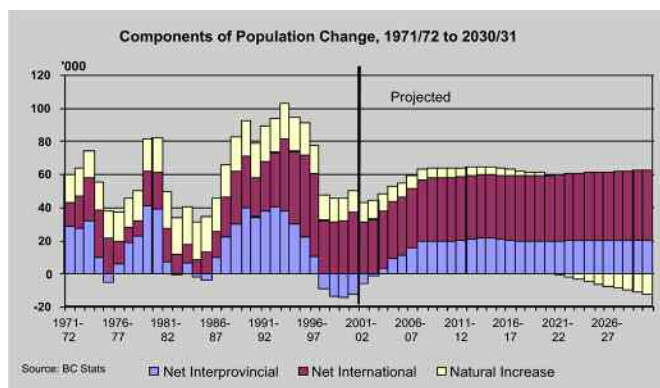
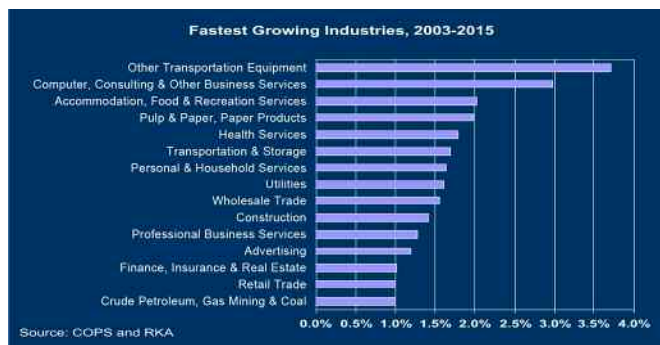
Answers #6

1. Engaging consumer-savvy millennial workforce in new ways.
2. Canada-US mobility activities.
3. Non-traditional workforces such as contract workers.
4. Sustaining innovative, engaging organizational culture.
5. Use of innovative benefit packages.



Discussion

- BCTIA's TechTalent plan should help develop a path for our education system and government and other groups to educate, recruit and retain
- BCTIA announced its first Recruiting Forum in BC and outside BC ('whistle stops')
- Employers need to be educated about options for recruiting immigrants, eg: Provincial Nominee Program
- 22% of SFU undergraduates are international, but employers are not buying into hiring them, ie: language and culture barriers
- Cancelling programs in post-secondary institutions; declining Grade 12 enrollment; not enough people taking science and math; 1 in 10 take Physics 12, which is needed to get into Engineering; negative image of technologists; the 27 – 35 cohort is a growing potential student source
- Poor image – we need to 'sell' technology; it's invisible on TV; need media to 'sell' technology
- Employers need communication/soft skills, teamwork, etc.
- We need to teach economics (how to live); economics course in Grade 12
- Can we respond quickly in our post-secondary education system if there is an influx of people wanting to enter technology programs? BCIT says yes
- Young people are lost
- School counsellors spend most of their time on social issues rather than educational and career counselling
- We need industry sector workforce councils – strategic planning involving educators
- Training systems need to change – industry needs shorter programs, not 4 years, use prior learning assessment (PLAR) and challenge processes
- Consider the mature workforce – promote why someone should re-invent themselves in technology
- Disconnect between what's needed and what's offered; cooperation is essential





Technology Career Promotion

Facilitator: **Kerry Jothen, CEO**
Human Capital Strategies

After providing a PowerPoint presentation on career promotion issues and opportunities, Kerry identified the following discussion questions...

- How can we make technology careers more attractive to young people?
- How can we ‘institutionalize’ technology career promotion in our K – 12 system?
- How can employers work with schools and others to expand ‘real world’ hands on career programs in technology work?

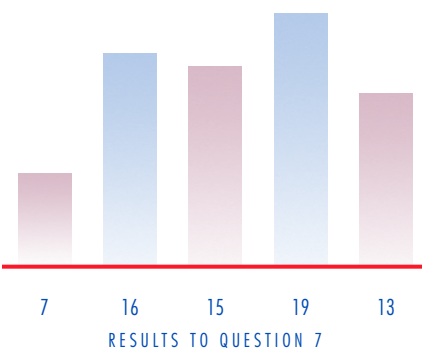
Roundtable participants were polled on the following questions...

Question #7

How can you or your organization contribute in a concrete way to promote technology careers?

Answers #7

1. Contribute funding to sector strategy on promotion.
2. Provide cadre of industry speakers to visit schools.
3. Organize regular tours of your facilities by students and teachers.
4. Contribute funding or in-kind resources to major multi-media promotion campaign and/or promotional collateral.
5. Develop, host and maintain technology career and education web portal.



“As a high school teacher I have no money to contribute and time, particularly during the weekdays, is at a premium, but I can contribute enthusiasm, ideas and a friendly starting point in the high schools for new initiatives.”

Discussion

- One body like ASTTBC could help bring together career counsellors to promote action on technology career promotion
- BC Innovation Council has hired a high school/career liaison person to work with schools who is developing a program directory to take to districts
- Children are turned off and on at an early age – need to promote awareness in early grades (see Science Fair Foundation of BC)
- YMCA YWCA work with banking and financial panel of employers; want to work with all
- BC Electrical Association, UBC Sauder School and the accounting industry are positive examples
- It took seven years to advance promotion in the trades; need pre-service time for teachers to be included; universities don’t accept certain levels of math and science, ie: ‘Application of Math level’

- Where do people find out about training for 50 – 55 year old career changers?
- Student participants spoke of how technologists are invisible to students – they don't know what science careers there are out there; counsellors are overwhelmed by social problems and we can talk to one of five counsellors we have; need to start awareness earlier so students have more time to think about what they want to do – they are too busy by high school years to do this
- We need to get more girls into technology programs and jobs
- Get first year college students to talk to high school students about technology career options and jobs

“Significantly increase exposure (province-wide) to technology and science among students in grades 4 through 12... we need ‘technical evangelists!’”

John Leech thanked Kerry for facilitating the two discussion sessions.

BUILDING TOMORROWTHROUGH ACTION TODAY





“Creation of a sector council at the Provincial level, the possibility of an Industry Training Organization for the sector and a focus on untapped labour.”

Wrap Up & Next Steps

Kerry Jothen provided a summary of highlights, with key points as follows...

- The ‘War for Talent’ is over and employees have won
- Relationship building
- Promoting great jobs and developing great managers
- Reaching out to engage employees, families, communities and media
- Strong ‘employer of choice’ branding needed
- Difference in generations – need to engage each appropriately
- Opportunity with mature workers – 49% of BC’s workforce
- Build on existing work
- Collaboration, cooperation
- Sell technology – target the media
- Importance of experiential, hands on learning in the workplace to young people
- Parents and career counsellors play critical roles
- How to increase enrollments in science and technology programs in high school and post-secondary education
- Need to educate employers and educate mature workers
- Do benchmarking and create inventories
- How do we bring groups together as part of a comprehensive strategy?

Technology Education & Careers Council

John Leech introduced the topic of a ‘Technology Education & Careers Council’.

One of the actions ASTTBC sees coming out of RTSS II is the formation of a TECHNOLOGY EDUCATION & CAREERS COUNCIL (TECC). The mandate of TECC will be to provide strategic leadership and an advocacy role in advancing the importance of technology careers and education in BC by being a catalyst for action, and an industry voice into governments and educational systems on policy issues.

The Council will oversee the implementation of a British Columbia technology human resources strategy... TECHNOLOGY SKILLS 2020 ...a long-term technology careers plan currently being developed by ASTTBC in conjunction with partners. Outcomes from RTSS II will be factored into that plan before it is finalized.

Roundtable participants and other stakeholders will hear more about the plan, as well as TECC, in the near term. Immediately following RTSS II, a small group was convened to help ASTTBC define future directions for TECC.

John further highlighted other next steps...

- Follow actions from this morning’s discussions
- This afternoon’s planning session
- Summary of RTSS II outcomes to all participants and stakeholders
- Discussions on and confirmation of resources and partnerships
- Finalize Technology Skills 2020 strategy and implementation plan

Roundtable participants were polled on a final ‘three-part’ question – same question, with delegates returning their 1st, 2nd and 3rd priorities...

Question #8

What are the top three priority actions to address the technology skills shortage in BC?

Answers #8

1. Increase funding and spaces in post-secondary technology education programs.
2. Provide financial incentives for companies and workers to invest in technology skills training and continuing education.
3. Implement comprehensive program to promote technology careers and education throughout the K – 12 system.
4. Fund strategy to assess and recognize the technology skills and credentials of foreign-trained workers.
5. Partner with the Industry Training Authority to develop modern apprenticeships and industry training for skilled technology occupations.

TOP 3 Action Priorities...

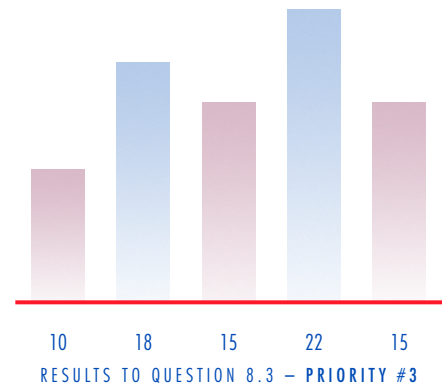
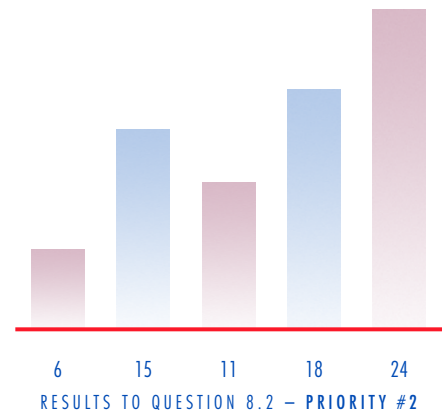
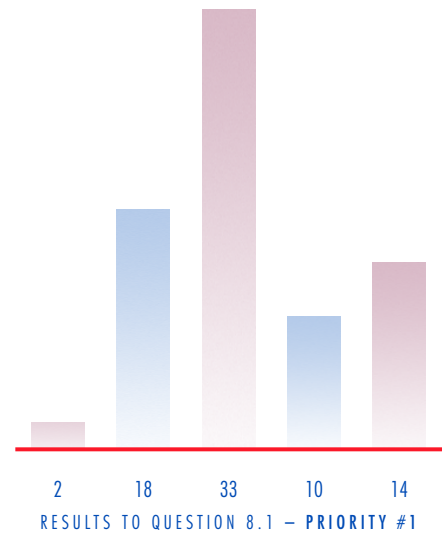
- #1 **Implement comprehensive program to promote technology careers and education throughout the K – 12 system.**
- #2 **Partner with the Industry Training Authority to develop modern apprenticeships and industry training for skilled technology occupations.**
- #3 **Fund strategy to assess and recognize the technology skills and credentials of foreign-trained workers.**

John thanked all participants, presenters, facilitators, volunteers, and staff of ASTTBC, the BC Innovation Council and BC Safety Authority. The Roundtable was a very productive morning and John thanked everyone for taking time out of their day to join us, asking them to stay in touch, as ASTTBC and a few organizations alone will not be able to effectively address these issues if we do not work together with many others represented at RTSS II.

Special Thanks

John Leech extended special acknowledgement to the RTSS II Organizing Committee... **Catherine Roome**, Chief Operating Officer, BC Safety Authority, and **Matthew Watson**, Chief Executive Officer, BC Innovation Council, and to a few key people who did much of the leg work behind the scenes, including **Wendy Lawson** and **Richard Mayer** of ASTTBC, and **Kerry Jothen** of Human Capital Strategies.

John asked participants to join ASTTBC in thanking RTSS II partners and sponsors who supported this Roundtable, which helped contribute to the overall success.



Roundtable Delegates

Association of Certified Engineering Technicians and Technologists of Prince Edward Island	David Penney, CET, PMP	CCTT Director
Association of Professional Engineers & Geoscientists of British Columbia	Derek Doyle, PEng, MBA	Executive Director & Registrar
Aplin & Martin Consultants Ltd.	P.J. (Phil) Cunningham, PEng	Engineering Manager
Architectural Institute of BC	Dorothy Barkley	Executive Director
Architectural Institute of BC	Jerome Marburg, LLB, MBA	Director of Registration and Licensing General Counsel
Association of Science and Engineering Technology Professionals of Alberta	Barry Cavanaugh, LLB	Executive Director/ESO
Applied Science Technologists & Technicians of British Columbia	John Leech, ASCT, CAE	Executive Director & Registrar
Applied Science Technologists & Technicians of British Columbia	Geoff Sale, ASCT	Manager, Internationally Educated Professionals Program
Aspreva Pharmaceutical Corporation	Darcy O'Grady	VP Global Human Resources
AWARE Society	Brenda Dalsin	Employment Counsellor
Ballard Power	Pete Stickler	VP Human Resources
Bangladeshi Engineers and Applied Scientists in BC	Joydip Das	Member, Executive Committee
BC Academic Health Council	George Eisler	CEO
BC Association for Crane Safety	Fraser Cocks	Executive Director
BC Construction Association	Manley McLachlan	President – CEO
BC Contact Centre Association	Antonio Da Luz	Director of Membership
BC Electrical Association	Barbette Cejavlo	Executive Director
BC Hydro	Rasa Draugelis-Dawson	Manager Field Operations Training
BC Hydro	Tim Little, PEng	Chief Engineer
BC Innovation Council	Richard Hallman	Sector Collaboration Manager-Agriculture, Food & Bioproducts
BC Innovation Council	Soren Harbel	VP of Innovation Development
BC Innovation Council	Lin Kishore	Marketing Manager
BC Innovation Council	Amy Wakeford	High School Innovation Career Development
BC Innovation Council	Andrew Walls	Sector Collaboration Manager – Ocean Sciences & Energy
BC Innovation Council	Matthew Watson	Chief Executive Officer
British Columbia Institute of Technology	Verna Magee-Shepherd, PhD	Acting President
British Columbia Institute of Technology	Trevor Williams, PEng	Dean, Manufacturing Industry Mechanical Technology
BC Road Builders & Heavy Construction Association	Kent Orrouk	HR Programs Manager
BC Safety Authority	Vicky Barr-Humphries	VP Education, Communication & Outreach
BC Safety Authority	Harry Diemer	President & CEO
BC Safety Authority	Catherine Roome, PEng	Chief Operating Officer
BC Safety Authority	Diane Sullivan	VP Human Resources
British Columbia Technology Industry Association	Cindy Pearson	VP Business Development & Operations
Bid Construction Ltd	Brian Fehr	Owner
Black Press	Randy Blair	President, Lower Mainland
Broadway Refrigeration	William MacPherson, ASCT	Sales Engineer
Business Council of British Columbia	Ed Wong	Vice President – Education Partnerships
Business Objects	Bonnie Chokan	Manager, Talent Acquisition – Product Group
Caldwell Partners International	Don Prior	Partner
Comosun College	Tom Roemer, BSc, MSc	Dean of Trades & Technology
Canadian Home Builders' Association of BC	MJ Whitmarsh	CEO
Cascade Aerospace	Don Lundquist	Director of Human Resources
Cec Brown Associates Inc	Judith Dawson	Senior Consultant
Centre for Intentional Change Inc	Seanna Quressette	Director
China Enterprises Overseas Development Center	Eugene Liu	President
China Enterprises Overseas Development Center	Yongxiang Qiu	Deputy General Manager
City of Nanaimo	John McNeill, CTech, CHRP	Director of HR
College of New Caledonia	John Bowman	President

Roundtable Delegates, *continued*

Consulting Engineers of British Columbia	Glenn Martin	Executive Director
Corporate Recruiters Ltd	Don Safnuk	President & CEO
David Thompson Secondary	Jason Brett	Tech Studies Teacher
Douglas College	Sandy Vanderburgh, PhD	Dean of Science & Technology
Dowco Group of Companies	Hugh Dobbie, Sr., RSD, ASCT, MBA	President
Electronic Arts	Evaleen Jaeger Roy	VP, Global Talent Planning & Community Relations
Farris, Vaughan Wills & Murphy	Hector MacKay-Dunn	QC, Senior Partner
Farrex	Chris Hollstedt	CEO
Fransen Engineering Ltd.	Harold Boer, ASCT	Manager, Projects & Business Development
FutureWorks	Dorothy Keenan	President
Houle Electric	Amber Robers	HR Manager
Human Capital Strategies	Kerry Jothan	President and CEO
Ignition Point	Stephen Majlath	CFO
Independent Contractors & Businesses Association	Philip Hochstein	President
Janet David & Associates	Janet David	President
Journal of Commerce	John Richardson	Director of Sales, Western Canada
Kwantlen University College	Brian Carr, PhD	Dean of Science, Mathematics & Applied Sciences
Kwantlen University College	Joanne Massey	Coordinator, Drafting/CADD Technologies
Mechanical Contractors Association of BC	Dana Taylor, CAE	Executive VP
Methanex Corporation	Victoria Atkinson	HR Advisor
Metro Testing Laboratories	Harry Watson, CTech	President
Ministry of Advanced Education, Training & Technology	Linda Kaivanto	Education Officer
Ministry of Economic Development	Mark Gillis	Director
Ministry of Economic Development	Janice Mansfield	Manager, Labour Market Policy
Ministry of Education	Paul Lukaszek	Manager, Student Transition Unit
Mid-Island Science, Technology & Innovation Council	Carolyn Tatton	Executive Director
Multilingual Orientation Service Association for Immigrant Communities	Rumani Singh	Marketer
Natural Sciences and Engineering Research Council of Canada	Megan Griffith	Administrative Officer
Omicron Building Solutions	Tim Loo, MSc, PEng, PE	Principal
Okanagan College	Philip Beckman	Dean of Engineering & Sciences
Pacific Community Resources Society	John Coward	Manager of Employment Programs & Development
Pacific Community Resources Society	Toby Lee	Career Counsellor
Pacific NorthWest Economic Region	Joy Howland	PNWIN & Workforce Development Program Manager
Pacific NorthWest Economic Region	Matt Morrison	Executive Director
Sauder School of Business, UBC	Mary Henley	Business Development Manager
Science Fair Foundation of BC	Patti Leigh	Executive Director
SD #23 (Central Okanagan)	Dale Popp	BCIT Liaison
SD #43 (Coquitlam)	Frank Gigliotti	Transition Coordinator/Staff Development Team
SD #62 (Sooke)	Heather Ratcliffe-Hood	Past President, CES
Simon Fraser University	Kirk Hill	Executive Director-Career Management Centre
Simon Fraser University	Avry Janes	Co-op Coordinator, Computing Science
Simon Fraser University	Hironi Matsui, MSc	Director Diversity & Recruitment, Faculty of Applied Science
Stantec Consulting	Ahmet Ulker, PEng	Senior Principal, PCPL
Stuart Olson Construction	Don Goedbloed	Executive VP
SUCCESS	Thomas Yeung	Program Director
SuperTech Ventures	Marshall Heinekey, ASCT	President/Past President ASTTBC
TELUS	Judy Eng	Talent Acquisition Manager
TELUS	Arlene Epp	Recruitment Manager

Roundtable Delegates, *continued*

TELUS	Sandy Innes	VP HR Network Operations & Technology Strategy
TELUS	Claude Kisteman	HR Business Partner
TELUS	Leslie Perry-Whittingham	Talent Manager
Terasen Gas	Eckart Adam	HR Manager
Terasen Gas	Ferenc Pataki	Manager, Operation Engineering
Terasen Gas	Suzana Prpic	Regional Manager, Distribution
The Greater Trail Skills Centre	Cheryl Gnyp	Trades & Tech Coordinator
The Workplace Institute	Barbara Jaworski, MBA	Principal
Transitions Career & Business Consultants	Gregg Taylor	President/Executive Director
Triangle Resources Incorporated	R.A. (Al) Gorley, RPF	President
UMA Engineering Ltd.	Francois Morton	Regional Vice President
University of Phoenix, Vancouver Campus	Daren Hancott, PhD	VP Canadian Operations
University of Phoenix, Vancouver Campus	Ghassem Zarbi, PEng	Campus College Chair
Urban Systems	Kirk McIntosh, CTech	Senior Design Technician
Vancouver Board of Trade	Bernard Magnan, CMC, CMA, MBA	Assistant Managing Director and Chief Economist
Vancouver Coastal Helath	Debbie Blaney	Regional Director, Retention & recruitment
Vancouver Regional Construction Association	Ron Coreau	Director, Education
Vancouver School Board	Carol MacFarlane	Conference Chair, CES
Wavefront	James Maynard	CEO
West Coast Image and Analysis	Darrin Heisler, ASCT	GIS Analyst
Westport Innovations Inc	Duane Raddcliffe	HR Director
WorkSafe BC	Bruce Kamimura	HR Manager
YMCA of Vancouver	Richard Myers	Employer Relations
	Jennifer Christenson	Elementary Principal (Retired)
	Leri Davies	PR Consultant

Roundtable Staff & Volunteers

Applied Science Technologists & Technicians of British Columbia	Jason Jung, ASCT	Manager, Technology Careers
Applied Science Technologists & Technicians of British Columbia	Wendy Lawson, BBA	Manager, Marketing
Applied Science Technologists & Technicians of British Columbia	Richard Mayer, ASCT	Manager, Corporate Identity
Applied Science Technologists & Technicians of British Columbia	Ted Nodwell, CAE	Manager, Communications
Applied Science Technologists & Technicians of British Columbia	Suzette Osborne	Registrations Assistant
Applied Science Technologists & Technicians of British Columbia	Karen Taylor	Coordinator, Operations
BC Innovation Council	Brian Corkum	Graphic Production Coordinator
BC Innovation Council	Jill Hrabinsky	Communications Manager
BC Innovation Council	Jackie Spencer	Communications Coordinator
BC Safety Authority	Margaret Cremona	Client Safety Rep
BC Safety Authority	Lily Vuckovic	Client Safety Rep
Black Press	Melissa Copeland	National Account Manager
Maple Ridge Secondary School	Allison Chan	Student
Maple Ridge Secondary School	Morgan Heisler	Student
Maple Ridge Secondary School	Kaitlyn Salonga	Student

Shaping BC's Future... together!

Collaboration is key to realizing a long term solution that meets the growing demand for qualified technology workers in British Columbia. All stakeholders are encouraged to get involved in shaping BC's future... *we all have a role to play!*

This report is available online... www.asttbc.org/RTSS



Applied Science
Technologists & Technicians
of British Columbia



About ASTTBC...

Our mission... *to serve the public by regulating and supporting technology professionals' commitment to a safe, healthy, and sustainable society and environment.*

The Applied Science Technologists & Technicians of British Columbia (ASTTBC) is a self-governing professional association that regulates standards of training and practice, ensuring that BC's technologists, technicians and technical specialists maintain a high standard of performance and professionalism. With 9,000+ registrants working throughout the province, across Canada and around the globe, ASTTBC is taking a leadership role in developing technology career pathways and promoting technology careers of tomorrow.

ASTTBC is a constituent member of the Canadian Council of Technicians and Technologists (CCTT) with a combined voice of 50,000+ technology professionals nationally.

www.asttbc.org

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