

# WORKFORCE SURVEY 2021

www.montanachamber.com/envision-2026

2020-2021

## PRESENTATIONS & EXECUTIVE FOCUS GROUPS

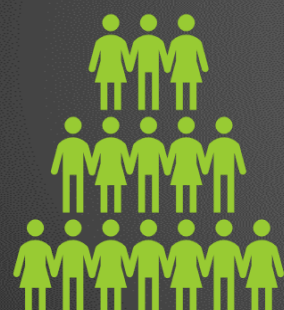
(in-person and remote)



**500+**  
**LEADERS**

## ONLINE RESPONSES FROM EMPLOYERS & BUSINESS LEADERS

(anonymous)



**1,115**  
**EMPLOYERS**

## KEY FINDINGS



**62%**

Of Businesses have **TURNED DOWN BUSINESS OPPORTUNITIES** because of workforce challenges



**92%**

Agreed it was "somewhat more" or "much more" **DIFFICULT** to find candidates now than in prior years



**47%**

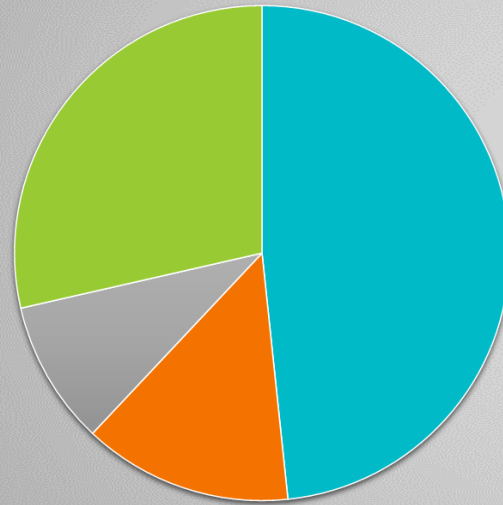
Need to hire **SIX OR MORE** employees



**74%**

Require **TWO OR FEWER** years of prior experience

## INDUSTRY REPRESENTATION



**Construction = 48%**  
**Manufacturing = 14%**  
**Health = 9%**  
**Other = 29%**  
(retail, hospitality, food services)

## TRAINING RECOMMENDATIONS



## TOP 4 NECESSARY SOFT SKILLS



**LEADERSHIP**



**WORK ETHIC**



**DEPENDABILITY/ TIMELINESS**



**VERBAL/WRTTEN COMMUNICATION**

## EMPLOYER SOFT SKILL WISH LIST



### PROFESSIONALISM

Proper attire/hygiene, Asking for help, Completing assignments, Following instructions, Explaining failures, How to quit a job, Calling in sick, Meal etiquette, small talk



### WORKPLACE BEHAVIORS

Showing up on time, Putting down phone, Maintaining eye contact, Team Work, Initiative, Loyalty to employer



### VERBAL & WRITTEN COMMUNICATIONS

Phone call etiquette, E-mail structure, Addressing an envelope, Texting vs grammar, Resume/cover letter building, Interview skills



### BASIC COMPUTER LITERACY

Microsoft Office Suite, Saving and sharing files, Basic typing skills, Printing/signing/scanning/ attaching/sending forms



### UNDERSTANDING PAPERWORK

Full 40-hour workweek expectations, IRAs: What is a 401K?, Health insurance, Vacation days and paid-time-off, Discretionary bonus, W2 and taxes

“Train people to show up to work. We can train them through our own programs. But it doesn't do any good for job sites to sit empty while we pay to train people.”

“I really believe we need to get the younger workforce from high school in the workforce in manufacturing. We have tried this last summer and they were extremely dependable and did a great job. Of course it took some extra time to train them, but they were an important part of helping us fulfill orders.”

## SOCIAL PROOF

“We require a host of soft skills, those skills are general writing and speaking and math. Additionally, an education in the unwritten rules of business makes integration into the work group and an ability to endure possible. How to dress, how punctuality works, what work ethic means, why do we work, how to call in if you have an issue, how teams function. It is difficult to teach such intangibles.”

“Applicants need training to understand the value and importance of medical benefits and retirement above and beyond the hourly wage offered.”

“We need to start conversations in middle school about occupations and start training high schoolers on basic workplace behavior. Public schools could be gearing kids toward work in a much different way.”

## THANK YOU TO OUR ENVISION INVESTORS

### CHAIR'S CIRCLE



### PRESIDENT'S CIRCLE



### PARTNERS



### ADVOCATES

ALPS  
BILLINGS CLINIC  
BLACKFOOT  
BROWNING KALECZYC BERRY & HOVEN  
CROWLEY FLECK PLLP

FLOKVORD FAMILY FOUNDATION  
HECLA MONTANA  
JUNKERMIER, CLARK, CAMPANELLA, STEVENS  
PAYNEWEST  
MORRISON-MAIERLE

MONTANA HEALTH CO-OP  
NATURENER USA LLC  
OPPORTUNITY BANK  
REPUBLIC SERVICES  
SRS CRISAFULLI  
TAYLOR LUTHER GROUP

TOWHAUL  
TRI-COUNTY IMPLEMENT  
TWO BEAR CAPITAL  
VISION NET  
WEST PAW  
WOOD'S POWR-GRIP  
WYO-BEN

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