

# Economic Briefing

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Hosted by the  
Greater LaPorte and Michigan City Area  
Chambers of Commerce  
and  
Purdue University North Central  
College of Business

April 6, 2010

**PURDUE**  
UNIVERSITY  
NORTH CENTRAL

# ***FOCAL POINT***

## **Business Conditions in Northwest Indiana**

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Presented by: Dr. Daniel Rutledge

Associate Professor of Business

Purdue University North Central

April 6, 2010

**PURDUE**  
UNIVERSITY  
NORTH CENTRAL

## **Analysis Based On...**

Opinions of Local Business People...

Challenges and Outlook

LaPorte and Michigan City Area

Chamber Members

## *FOCAL POINT*

Responses....  $n = 76$  ( 6.7% Response Rate)

Profile....

- Orientation.... Profit = 83% Non-Profit = 17%
- Size (employees).... Average = 52
- Longevity.... Years in Business = 34

Business Sector....

Goods Producing = 30%  
(manufacturing, construction)

For-Profit Services = 43%  
(retailing, services, health care, transportation)

Non-Profit/Other = 26%  
(education, government, non-profits)

***FOCAL POINT***

Q.1 How Has Your Company Been Impacted Over *Past 12 Months?*

**Getting Worse**

**Holding**

**Getting Better**

1 -- 2 -- 3 -- 4 -- 5 -- 6 -- 7 -- 8 -- 9

	<u>April 2010</u>	<u>Nov. 2009</u>	<u>Change</u>
Marketing = (Q2+Q7)	4.88	4.48	+.40*
Operations = (Q3+Q6+Q10)	4.12	4.15	-.03
Finance = (Q4+Q5+Q8)	4.65	4.35	+.30
Human Resources = (Q1+Q9)	4.86	4.70	+.16

\* significant changes noted

## FOCAL POINT

### Q.2 Two Important Factors Anticipated Over *Next* 12 Months?

	<u>April 2010</u>	<u>Nov. 2009</u>	<u>Change</u>
Controlling Costs of Business	= 43%	= 46%	- 3%
Finding/Keeping Competent Employees *	= 8%	= 20%	-12%
Reaching Sales/Revenue Targets	= 67%	= 68%	- 1%
Finding New Business Opportunities *	= 51%	= 38%	+13%
Financial Health and Obtaining Capital	= 13%	= 10%	+ 3%
Health Care *	= 16%	= 10%	+ 6%
Other Concerns Not Listed	= 1%	= 6%	-5%

\*Significant change noted

## *FOCAL POINT*

### Q.3 Business Optimism Score - Prospects Over *Next* 12 Months (both Chambers of Commerce)

	Pessimistic					Optimistic			
	1	2	3	4	5	6	7	8	9
<u>A-Overall</u>									
Spring 2006 =									7.15
Fall 2006 =									6.31
Spring 2007 =									6.84
Fall 2007 =									6.43
Spring 2008 =									6.49
Fall 2008 =									5.81*
Spring 2009 =									5.95
Fall 2009=									5.80
Spring 2010=									5.79

\*significant change noted

## *FOCAL POINT*

### Q.3 Business Optimism Score - Prospects Over *Next* 12 Months (both Chambers of Commerce)

Pessimistic

Optimistic

1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9

By Sector....	<u>April 2010</u>	<u>Nov. 2009</u>	<u>Change</u>
Goods Producing =	5.09	5.52	- .43
For-Profit Services =	6.21	5.32	+.89*
Non-Profits =	5.90	6.39	-.49

\* significant difference noted



## *FOCAL POINT*

### Summary... La Porte & Michigan City Area Chamber Members

1. Past 5 months – Each Functional Area

Below Median = 5.00, but some improvement

2. Next 12 months Concerns

= Less: Keeping competent employees

= More: Finding new business and health care

3. Business Optimism Score at 5.79

= Same as Fall 2009

4. Members remain essentially positive, especially For-Profit Services

# Short Term Economic Outlook for The National and Regional Economy

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Presented by: Dr. Derek Bjonback

Associate Professor of Business

Purdue University North Central

April 6, 2010

# Short Term Economic Outlook for the National & Regional Economy

## FEDERAL RESERVE BANK OF CHICAGO

### ECONOMIC OUTLOOK SYMPOSIUM OF FEBRUARY 2010

#### SUMMARY OF 2009 YEAR END AND FORECASTS FOR 2010

	2008	2009	2010
	Actual	Forecast	Forecast
<b>Real Gross Domestic Product (1)</b>	-1.9	-0.4	2.5
<b>Industrial Production (1)</b>	-6.7	-5.5	4.0
<b>Unemployment Rate (2)</b>	6.9	10.1	9.8
<b>Consumer Price Index (1)</b>	1.5	1.2	2.2
<b>One-year Treasury rate (2)</b>	0.99	0.45	1.2
<b>Ten-year Treasury rate (2)</b>	3.25	3.41	4.0

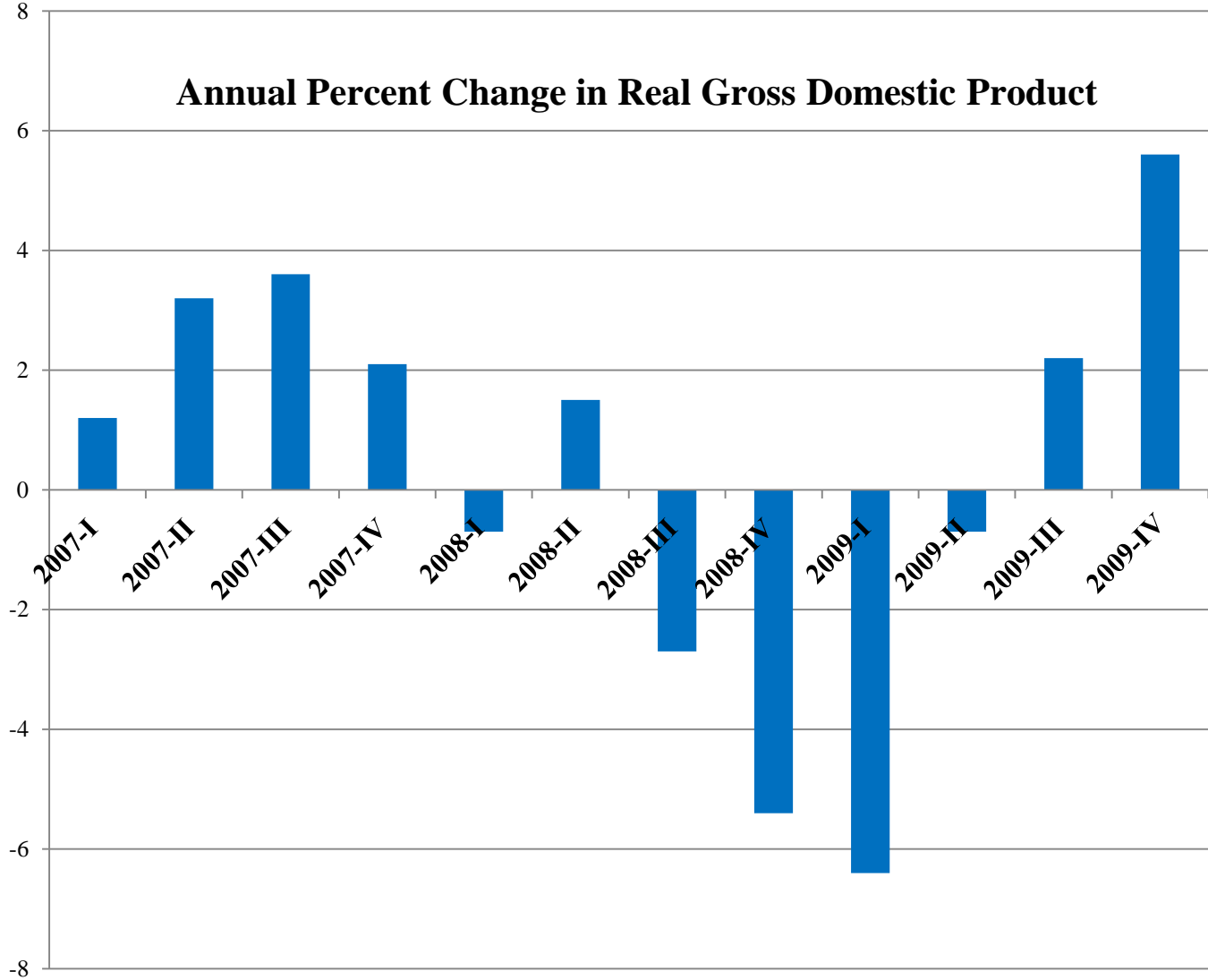
Source: Chicago Fed Letter, February 2010.

Notes:

(1) Percent Change, fourth quarter to fourth quarter

(2) Fourth quarter average

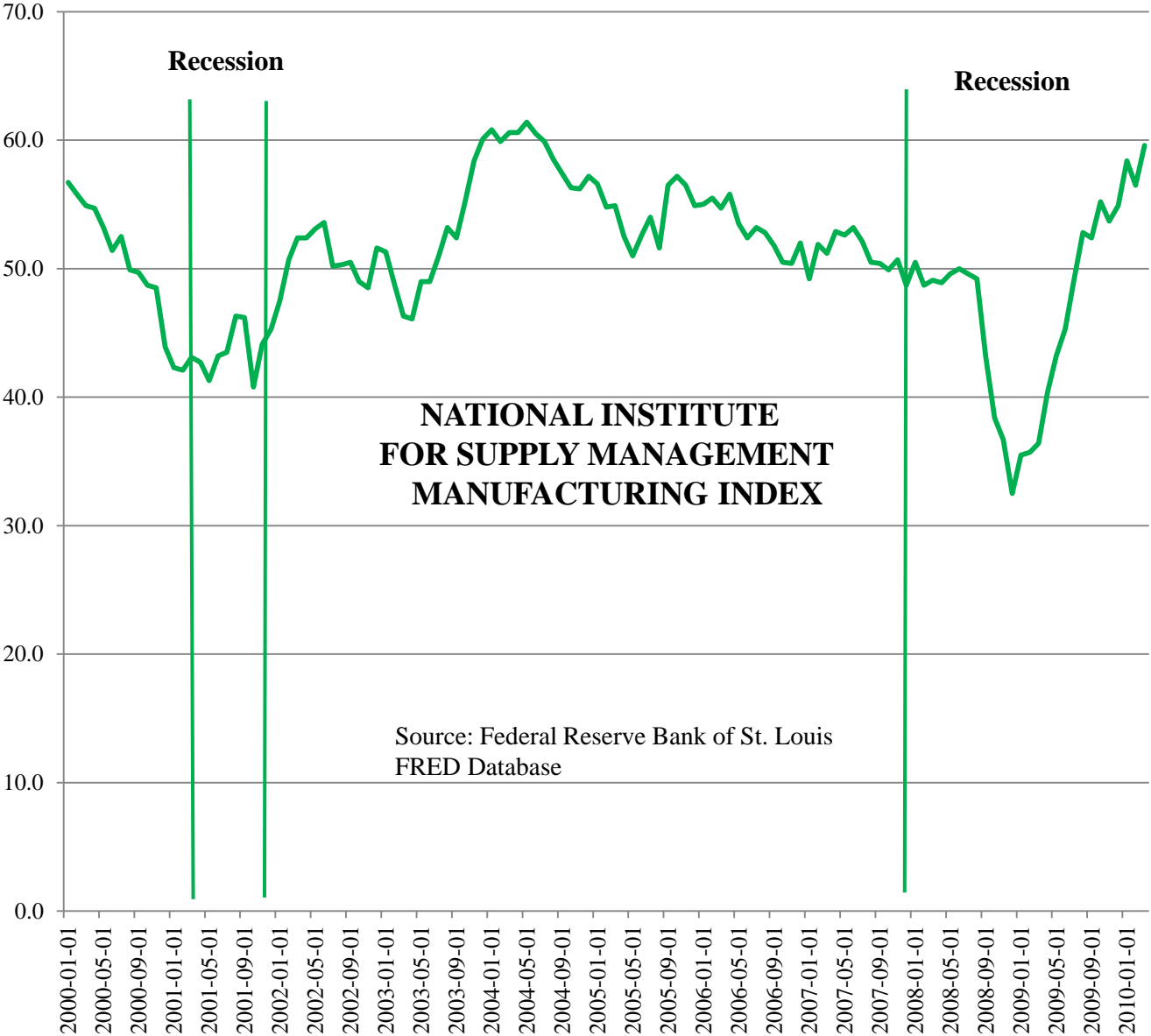
# Short Term Economic Outlook for the National & Regional Economy



# Short Term Economic Outlook for the National & Regional Economy



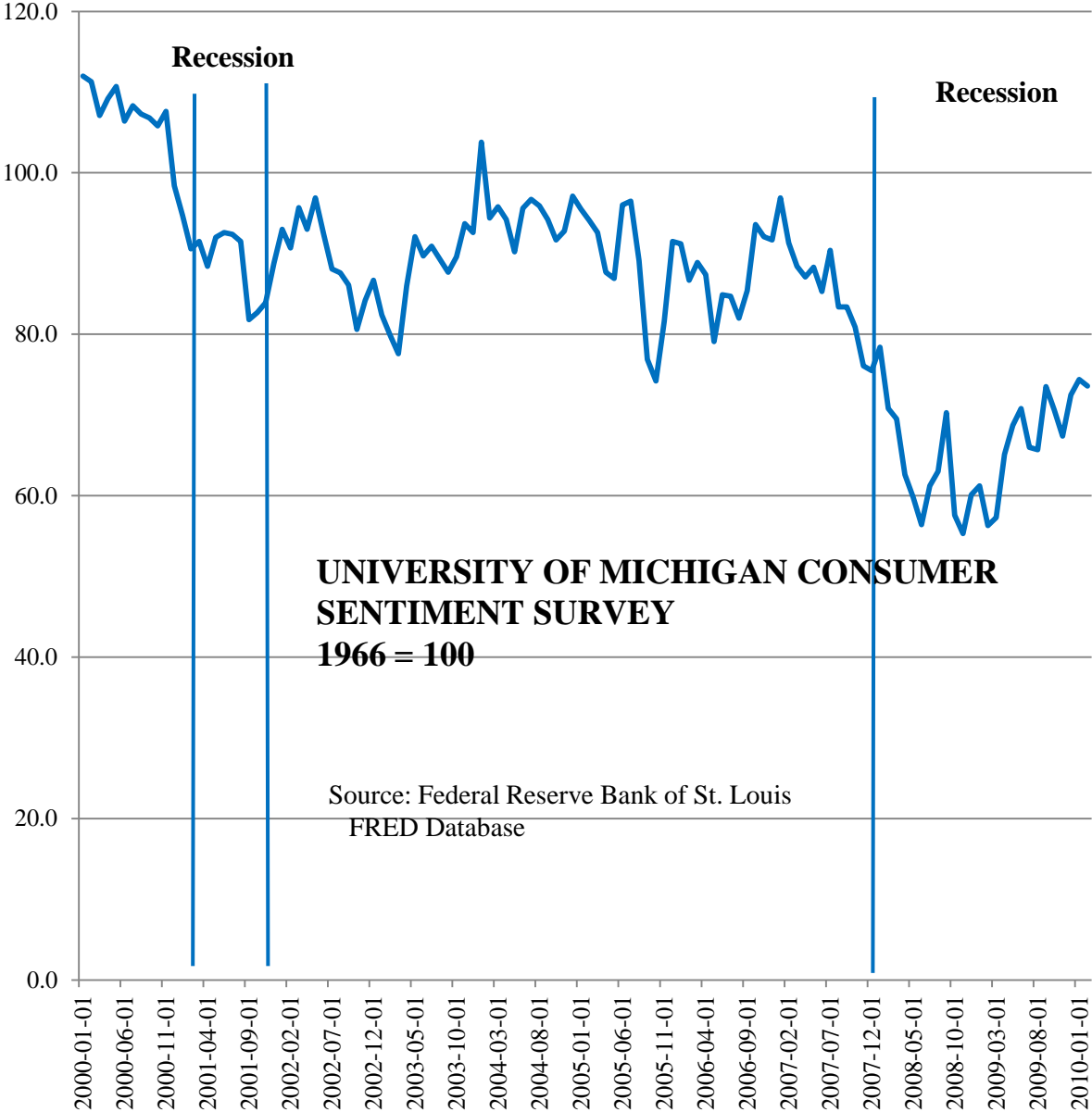
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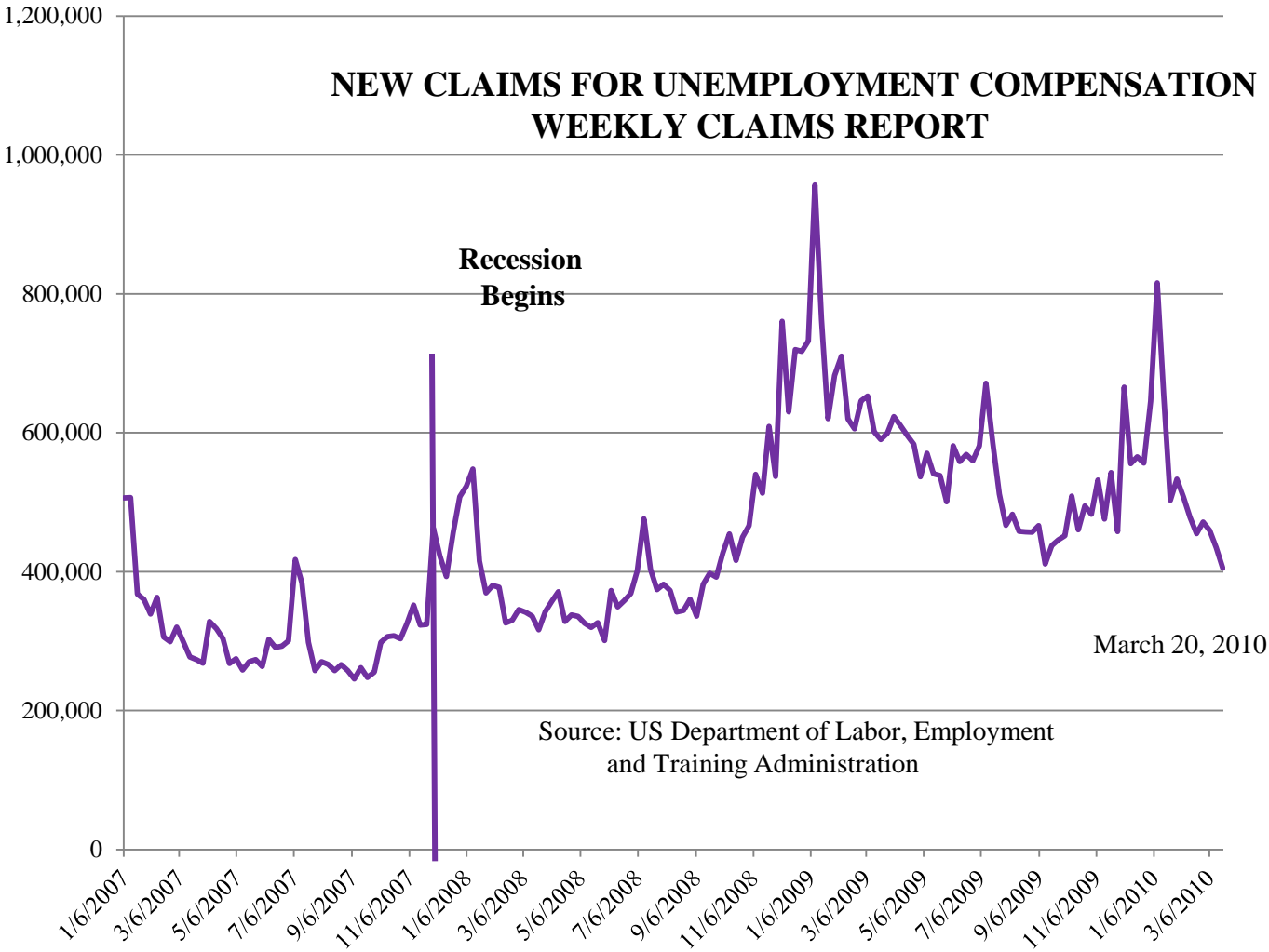
**NATIONAL INSTITUTE  
FOR SUPPLY MANAGEMENT  
MANUFACTURING INDEX**

Source: Federal Reserve Bank of St. Louis  
FRED Database

# Short Term Economic Outlook for the National & Regional Economy

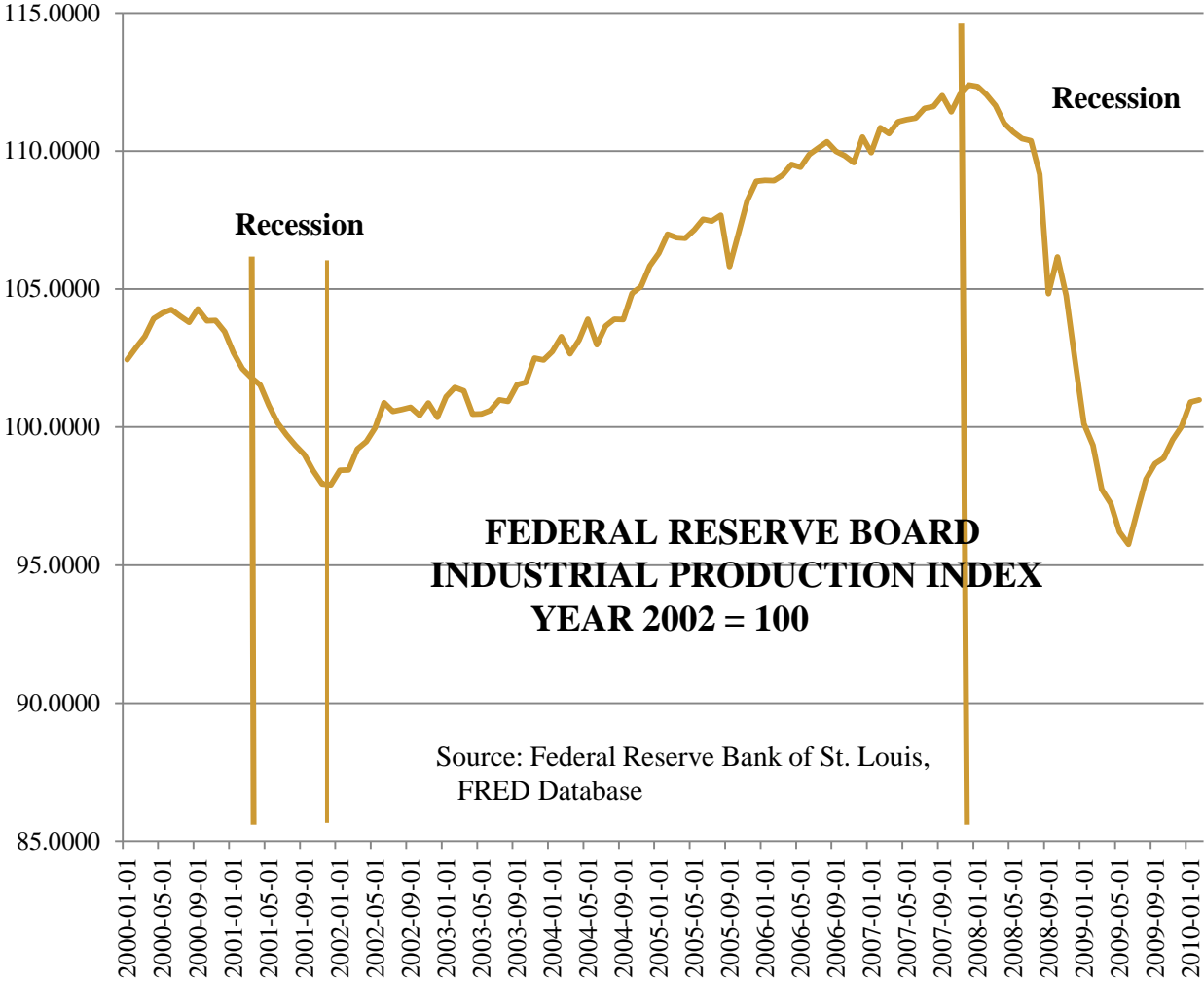


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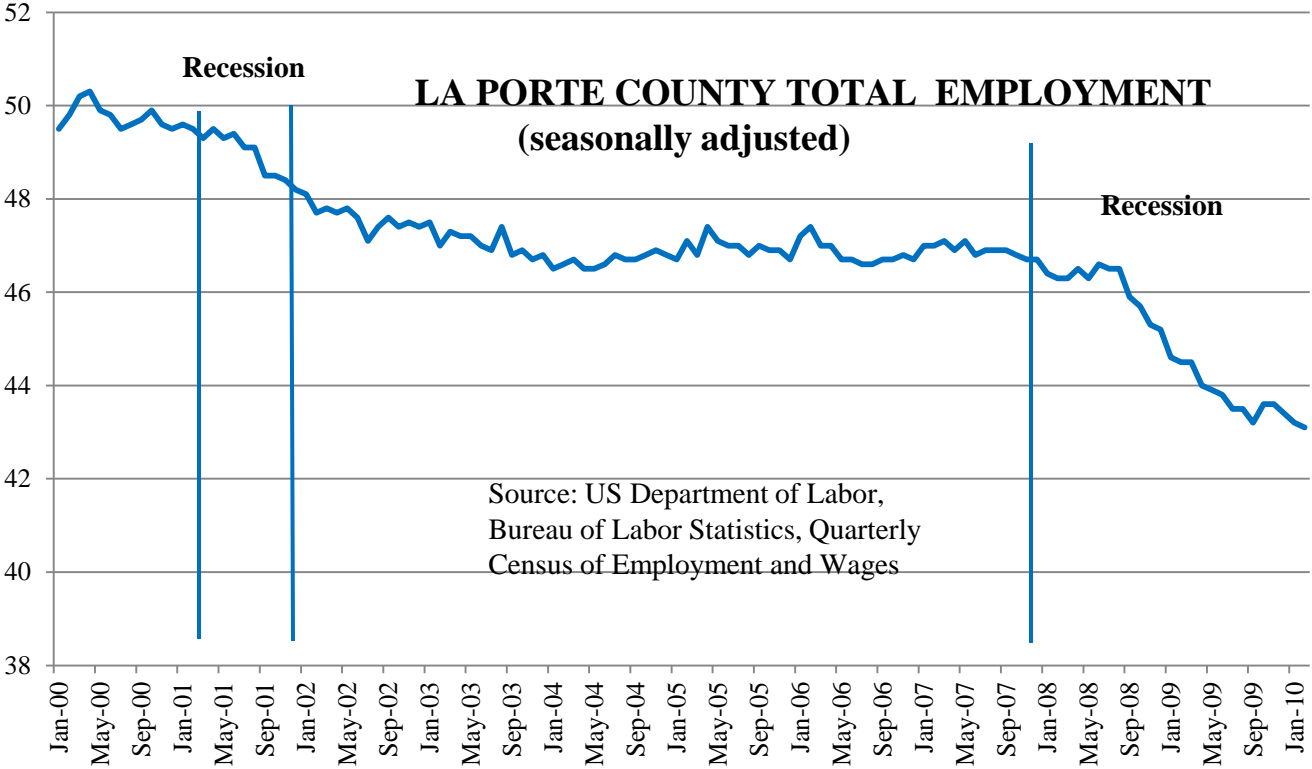




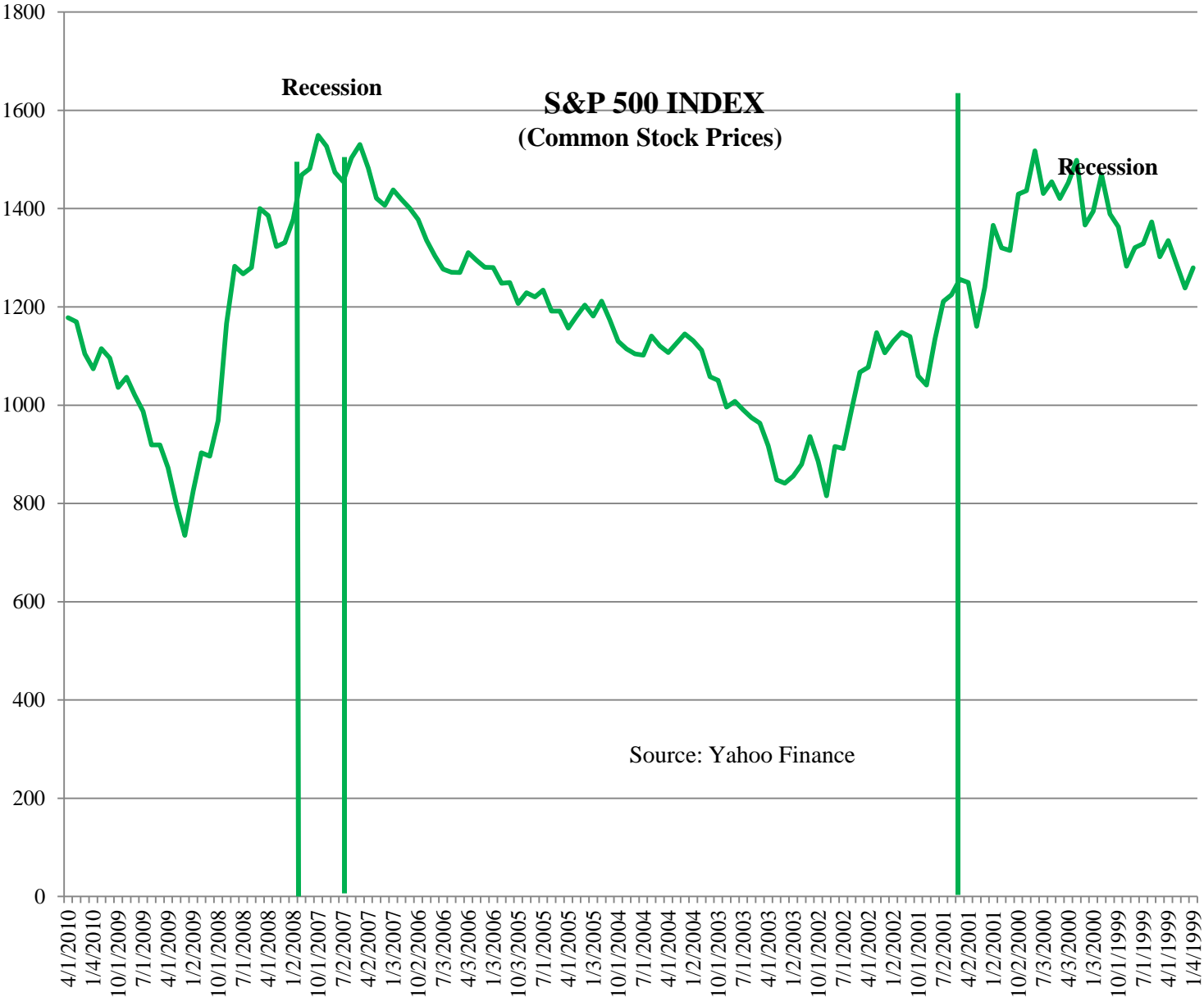
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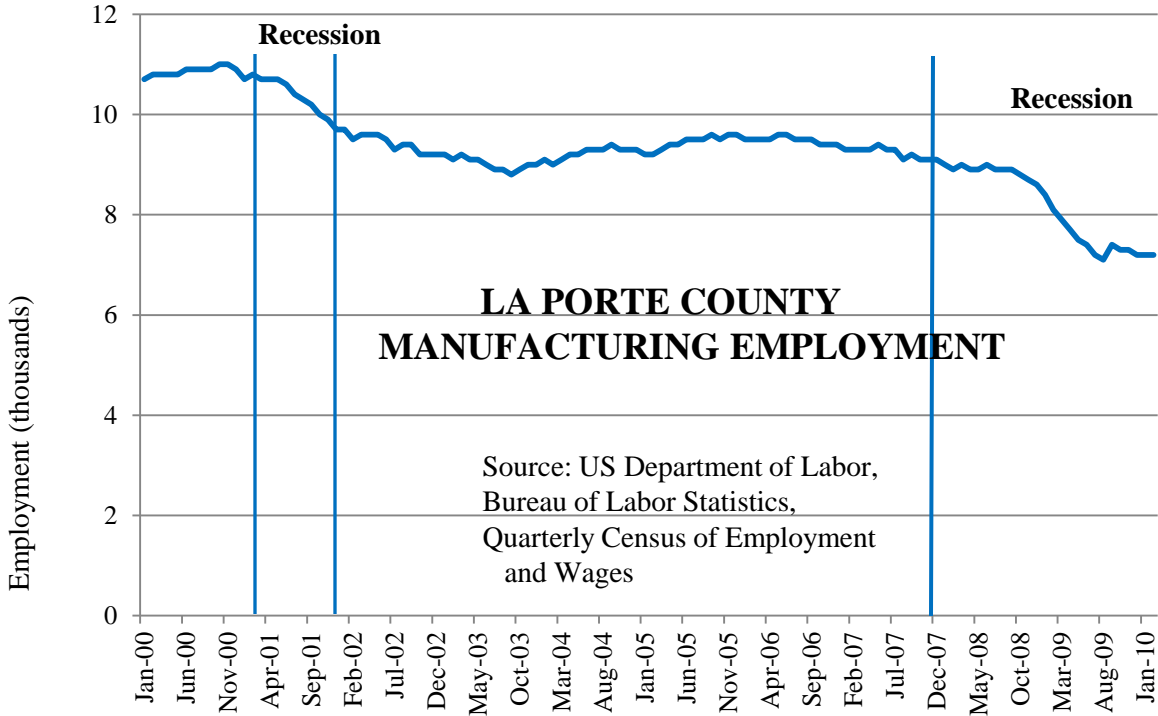
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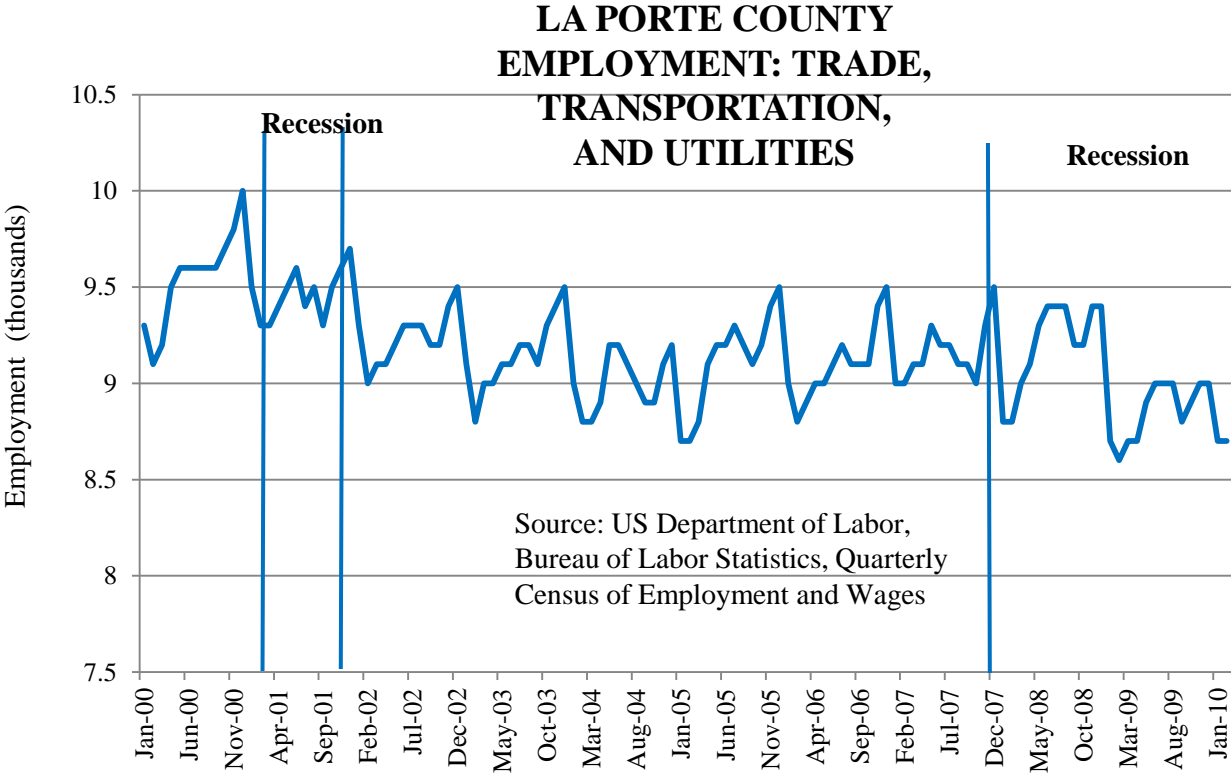
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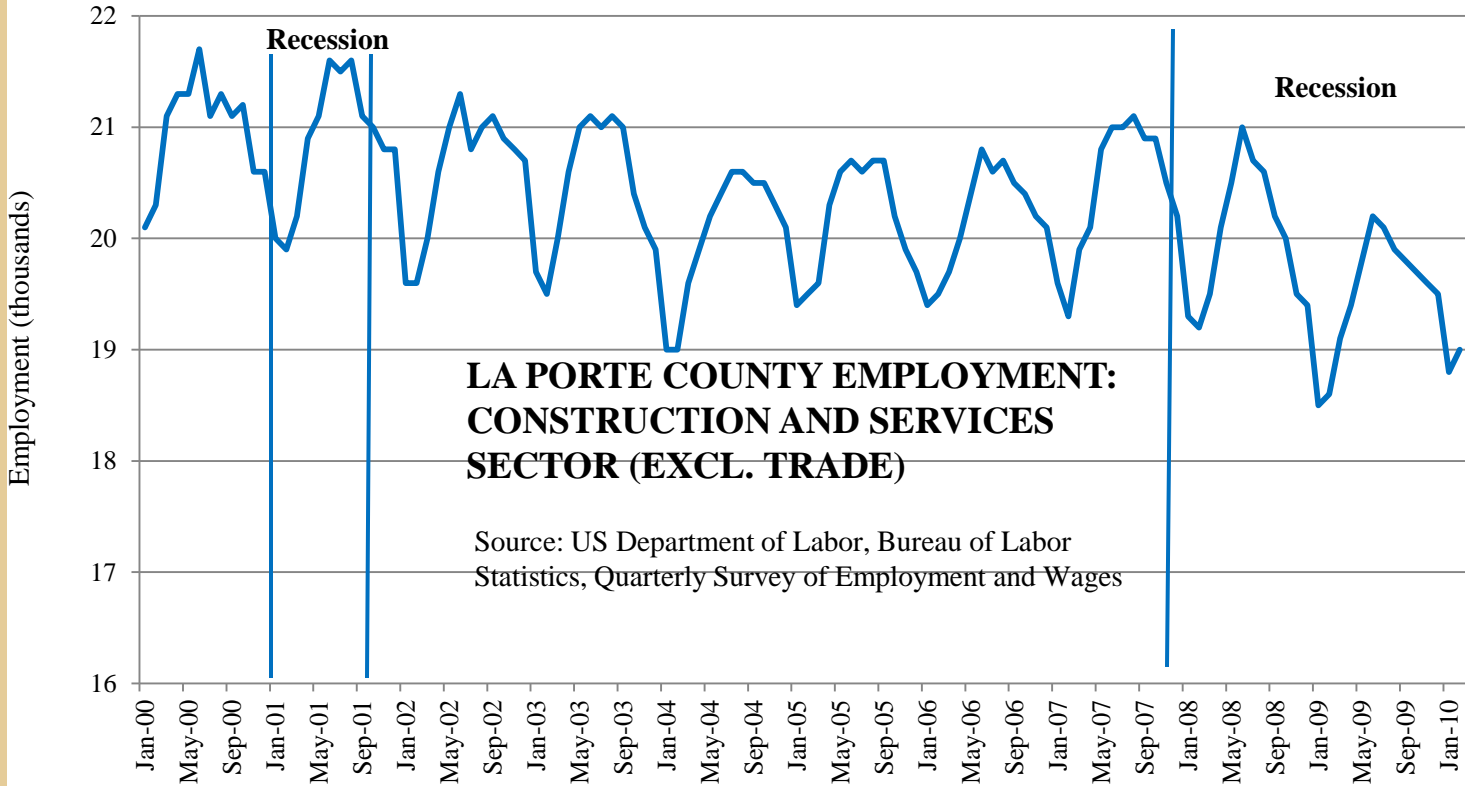
# Short Term Economic Outlook for the National & Regional Economy



# Short Term Economic Outlook for the National & Regional Economy



# Short Term Economic Outlook for the National & Regional Economy



# Short Term Economic Outlook for the National & Regional Economy

## LA PORTE COUNTY: TOP TWENTY EXPORTING INDUSTRIES

(Ranked by Expenditure)

Rank	Top Twenty	Export Base Expenditure (millions of \$s)	Employment
1	Air and gas compressor manufacturing	353.3	993
2	Ferrous metal foundries	344.3	1,609
3	Amusement parks, arcades, & gambling indust.	226.8	1,220
4	Baked Products	214.5	1,172
5	State and Local Government - Education	186.7	3,339
6	State and Local Government - Except Education	181.5	3,804
7	Motor vehicle parts manufacturing	137.2	412
8	Non Residential construction	132.8	484
9	Hospitals	115.4	2,218
10	Transport by truck	112.1	492
11	Heating equipment (except warm air furnaces) manufacturing	98.8	302
12	Industrial gas manufacturing	95.8	98
13	All other basic inorganic chemical manufacturing	94.9	143
14	Other general purpose machinery manufacturing	86.6	286
15	Air purification and ventilation equipment manufacturing	78.3	343
16	Wholesale trade businesses	78.2	1,559
17	Transport by rail	70.0	227
18	Food services and drinking places	69.7	3,726
19	Other basic organic chemical manufacturing	68.6	143
20	Grain farming	62.5	472

Sources: IMPLAN Model for La Porte County 2008, for export base expenditure: employment data sources are IMPLAN, Census Bureau, "County Business Patterns", and Bureau of Labor Statistics, "Quarterly Census of Employment and Wages"

# Short Term Economic Outlook for the National & Regional Economy

## Air Compressor Manufacturing

## Ferrous Metal Foundries

Air Compressor Manufacturing					Ferrous Metal Foundries				
La Porte			United States		La Porte			United States	
	Employment	Percent Growth	Employment	Percent Growth		Employment	Percent Growth	Employment	Percent Growth
1998	761		23,285		1998	1,586		134,943	
1999	764	0.39%	21,417	-8.02%	1999	1,423	-10.28%	129,516	-4.02%
2000	752	-1.57%	19,481	-9.04%	2000	1,476	3.72%	126,141	-2.61%
2001	715	-4.92%	19,503	0.11%	2001	1,441	-2.37%	116,518	-7.63%
2002	775	8.39%	18,927	-2.95%	2002	1,321	-8.33%	101,537	-12.86%
2003	800	3.23%	19,823	4.73%	2003	1,081	-18.17%	91,818	-9.57%
2004	863	7.88%	23,093	16.50%	2004	1,147	6.11%	89,410	-2.62%
2005	981	13.67%	23,013	-0.35%	2005	1,368	19.27%	93,703	4.80%
2006	971	-1.02%	23,592	2.52%	2006	1,493	9.14%	93,360	-0.37%
2007	993	2.27%	25,465	7.94%	2007	1,609	7.77%	89,953	-3.65%
Avg Ann., 1998-2007		3.15%	1.27%		Avg Ann., 1998-2007		0.76%	-4.28%	
Growth 1998-2007		30.49%	9.36%		Growth 1998-2007		1.45%	-33.34%	



# Short Term Economic Outlook for the National & Regional Economy

	<b>Baked Goods</b>				<b>Non Residential Construction</b>				
	<b>La Porte</b>		<b>United States</b>		<b>La Porte</b>		<b>United States</b>		
	<b>Percent</b>		<b>Percent</b>		<b>Percent</b>		<b>Percent</b>		
	<b>Employment</b>	<b>Growth</b>	<b>Employment</b>	<b>Growth</b>	<b>Employment</b>	<b>Growth</b>	<b>Employment</b>	<b>Growth</b>	
1998	561		304,049		1998	418		689,470	
1999	331	-41.00%	293,331	-3.53%	1999	447	6.94%	728,467	5.66%
2000	628	89.73%	298,017	1.60%	2000	479	7.16%	746,016	2.41%
2001	791	25.96%	288,577	-3.17%	2001	457	-4.59%	792,694	6.26%
2002	827	4.55%	317,040	9.86%	2002	366	-19.91%	724,197	-8.64%
2003	886	7.13%	302,965	-4.44%	2003	Not Avail.		702,410	-3.01%
2004	843	-4.85%	291,313	-3.85%	2004	Not Avail.		705,985	0.51%
2005	853	1.19%	288,393	-1.00%	2005	Not Avail.		693,846	-1.72%
2006	1,012	18.64%	284,998	-1.18%	2006	Not Avail.		741,978	6.94%
2007	1,172	15.81%	287,277	0.80%	2007	484		766,961	3.37%
Avg Ann., 1998-2007		13.02%		-0.54%	Growth, 1998-2007		15.79%		11.24%
Growth 1998-2007		108.91%		-5.52%					

# Short Term Economic Outlook for the National & Regional Economy

## Wholesale Trade - Machinery, Equipment & Supplies

	La Porte		United States	
	Employ	Percent Growth	Employ	Percent Growth
1998	452		798372	
1999	433	-4.20%	714037	-10.56%
2000	434	0.23%	689107	-3.49%
2001	597	37.56%	687678	-0.21%
2002	538	-9.88%	688366	0.10%
2003	438	-18.59%	747944	8.65%
2004	410	-6.39%	797004	6.56%
2005	397	-3.17%	796213	-0.10%
2006	456	14.86%	803332	0.89%
2007	508	11.40%	723802	-9.90%
Avg Ann., 1998-2007		2.42%		-0.89%
Growth 1998-2007		12.39%		-9.34%

## Wholesale Trade - Groceries and Related Products

	La Porte		United States	
	Employ	Percent Growth	Employ	Percent Growth
1998	395		855,754	
1999	385	-2.53%	876,175	2.39%
2000	399	3.64%	874,524	-0.19%
2001	403	1.00%	871,071	-0.39%
2002	Not Avail.		861,427	-1.11%
2003	Not Avail.		756,617	-12.17%
2004	354		764,378	1.03%
2005	Not Avail.		764,404	0.00%
2006	Not Avail.		770,899	0.85%
2007	289		768,342	-0.33%
Growth, 1998-2007		-26.84%		-1.10%

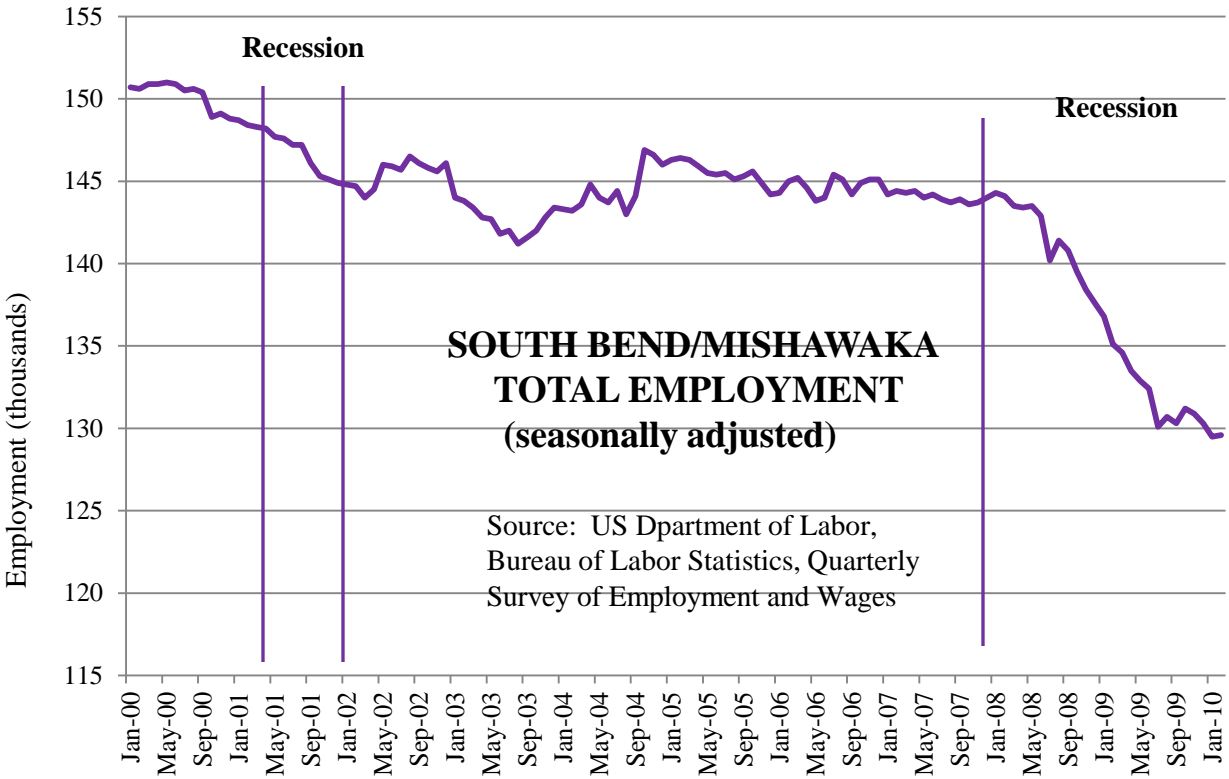
# Short Term Economic Outlook for the National & Regional Economy

## Truck Transportation

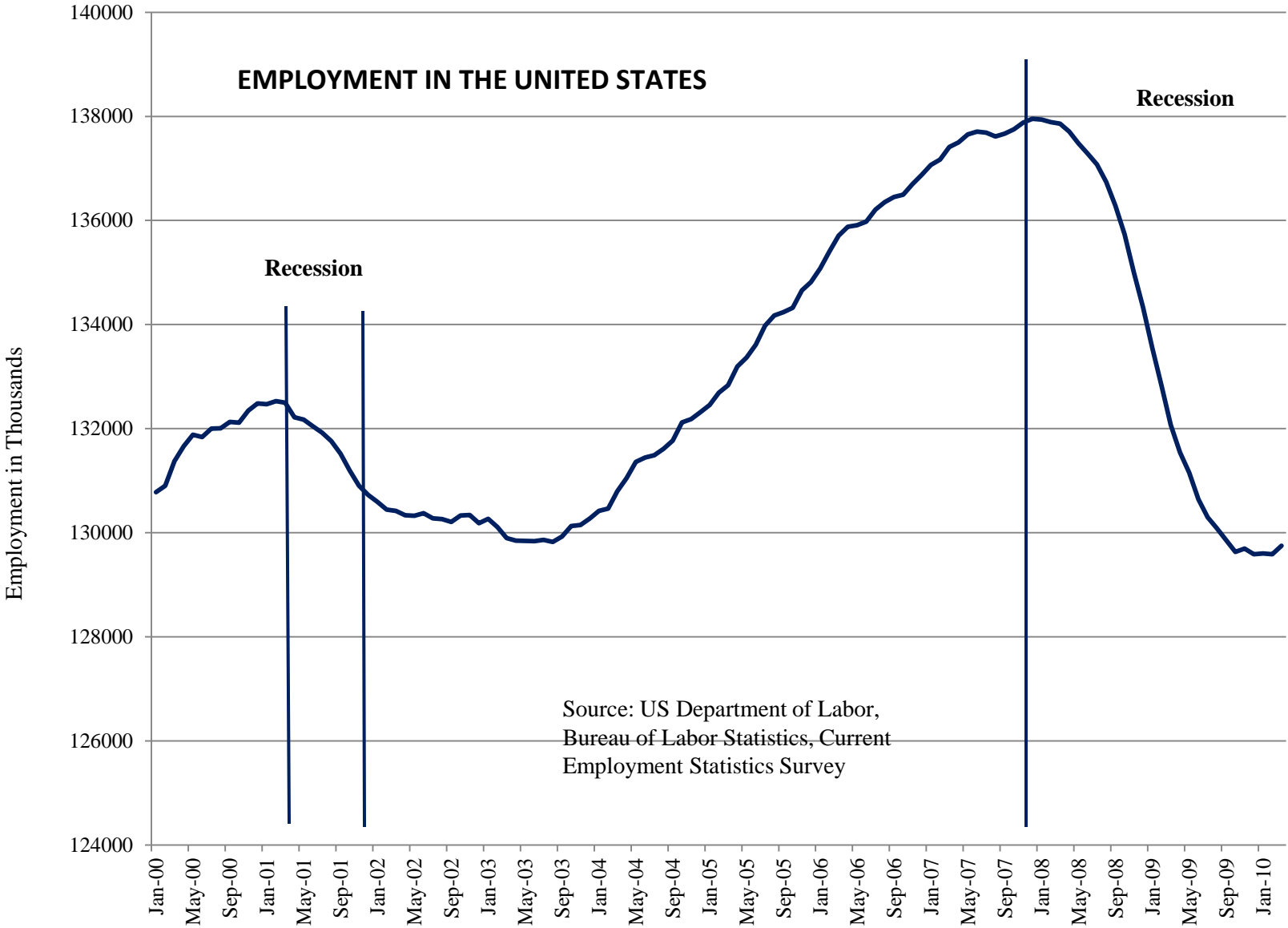
## Total Employment

	Truck Transportation				Total Employment				
	La Porte		United States		La Porte		United States		
	Employment	Percent Growth	Employment	Percent Growth	Employment	Percent Growth	Employment	Percent Growth	
1998	1,016		1,476,397		1998	40,123	108,117,731		
1999	1,099	8.17%	1,384,178	-6.25%	1999	39,448	110,705,665	2.39%	
2000	841	-23.48%	1,415,794	2.28%	2000	40,277	114,064,976	3.03%	
2001	892	6.06%	1,397,865	-1.27%	2001	39,545	115,061,184	0.87%	
2002	812	-8.97%	1,333,342	-4.62%	2002	36,693	112,400,654	-2.31%	
2003	828	1.97%	1,423,286	6.75%	2003	35,520	113,398,043	0.89%	
2004	Not Avail.		1,428,458	0.36%	2004	35,318	115,074,924	1.48%	
2005	926		1,478,299	3.49%	2005	35,729	116,317,003	1.08%	
2006	874	-5.62%	1,532,313	3.65%	2006	36,897	119,917,165	3.10%	
2007	492	-43.71%	1,327,086	-13.39%	2007	37,363	120,604,265	0.57%	
Avg Ann., 1998-2007		-9.37%		-1.00%	Avg Ann., 1998-2007			-0.74%	1.23%
Growth 1998-2007		-51.57%		-10.11%	Growth 1998-2007			-6.88%	11.55%

# Short Term Economic Outlook for the National & Regional Economy



# Short Term Economic Outlook for the National & Regional Economy



# Focus on Skill Set Clusters

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Presented by: Professor Tony Sindone

Visiting Assistant Professor of Business

Purdue University North Central

April 6, 2010

**Springing from Dr. Bjonback's Industry Clusters...**

**Focus on occupations & skill sets**

Sourced from:

Rethinking Federal Policy for Regional Economic Development. By: Drabenstott, Mark.

*Economic Review* (01612387), 2006 1st Quarter, Vol. 91 Issue 1, p115-142, 28p; (AN 20356049)

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<b>Occupational Skills Present to Future *</b>
Workforce Education and Training Skill Set Cross Utilization Workforce Occupational Mobility
Education – Training Workforce Talent Clusters Community Place Making
Qualified Workforce Expanding Labor Pool Complementary Human Capital Connectiveness



Let's look at various industries and  
their skill set requirements

<http://online.onetcenter.org/>

For Example: Non-Residential Building Construction  
Food Manufacturing/Bakeries  
Primary Metal Mfg.  
Ferrous Metal Foundries  
Machinery & Grocery Wholesale

## **Non-Residential Building Construction**

### **Occupation:**

### **Helpers--Installation, Maintenance, and Repair Workers**

### **Knowledge**

**Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

**Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

## Skills

**Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Repairing** — Repairing machines or systems using the needed tools.

**Installation** — Installing equipment, machines, wiring, or programs to meet specifications.

**Troubleshooting** — Determining causes of operating errors and deciding what to do about it.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Operation Monitoring** — Watching gauges, dials, or other indicators to make sure a machine is working properly.

**Operation and Control** — Controlling operations of equipment or systems.

**Equipment Selection** — Determining the kind of tools and equipment needed to do a job.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

## Abilities

**Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

**Near Vision** — The ability to see details at close range (within a few feet of the observer).

**Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Extent Flexibility** — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.

**Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

**Control Precision** — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.

**Far Vision** — The ability to see details at a distance.

**Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

# Maintenance and Repair Workers, General

## Knowledge

**Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance. **Building and Construction** — Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.

**Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

**Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

**Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

## Skills

**Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

**Repairing** — Repairing machines or systems using the needed tools.

**Troubleshooting** — Determining causes of operating errors and deciding what to do about it.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Installation** — Installing equipment, machines, wiring, or programs to meet specifications.

**Equipment Selection** — Determining the kind of tools and equipment needed to do a job.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Operation Monitoring** — Watching gauges, dials, or other indicators to make sure a machine is working properly.

**Coordination** — Adjusting actions in relation to others' actions.

## Abilities

**Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

**Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.

**Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.

**Near Vision** — The ability to see details at close range (within a few feet of the observer).

**Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

**Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**Visualization** — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.

**Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.

**Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

## Construction Laborers

### Knowledge

**Building and Construction** — Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.

**Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

**Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

**Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.



## Skills

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Coordination** — Adjusting actions in relation to others' actions.

**Equipment Selection** — Determining the kind of tools and equipment needed to do a job.

**Speaking** — Talking to others to convey information effectively.

**Instructing** — Teaching others how to do something.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

**Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Mathematics** — Using mathematics to solve problems.

## Abilities

**Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.

**Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

**Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.

**Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Control Precision** — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.

**Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.

**Near Vision** — The ability to see details at close range (within a few feet of the observer).

**Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.

**Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

# “Grocery Wholesale”

## Laborers and Freight, Stock, and Material Movers, Hand

### Knowledge

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Skills

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Instructing** — Teaching others how to do something.

**Coordination** — Adjusting actions in relation to others' actions.

**Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Time Management** — Managing one's own time and the time of others.

## Abilities

**Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.

**Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.

**Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.

**Near Vision** — The ability to see details at close range (within a few feet of the observer).

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.

**Control Precision** — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.

**Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.

**Written Comprehension** — The ability to read and understand information and ideas presented in writing.

**Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

## First-Line Supervisors/Managers of Retail Sales Workers

### Knowledge

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

**Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

## Skills

**Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Service Orientation** — Actively looking for ways to help people.

**Time Management** — Managing one's own time and the time of others.

**Instructing** — Teaching others how to do something.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

## Abilities

**Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

## **“Gaming & Recreational Industries”**

### **Gaming Dealers**

#### **Knowledge**

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.



## Skills

**Mathematics** — Using mathematics to solve problems.

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Service Orientation** — Actively looking for ways to help people.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Coordination** — Adjusting actions in relation to others' actions.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

## Abilities

**Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.

**Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Speech Clarity** — The ability to speak clearly so others can understand you.

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Speech Recognition** — The ability to identify and understand the speech of another person.

**Near Vision** — The ability to see details at close range (within a few feet of the observer).

**Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.

**Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.

**Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.

**Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.

## **Renewed Focus?**

**Look toward Skill Set Clusters as a source  
of competitive advantage.**

# *Student Recognition Award*

## Anna Tennis

- LaPorte Resident
- Working towards a degree in Human Resource Management & Organizational Leadership & Supervision with a minor in Spanish
- GPA 3.54
- Graduating next May
- Currently working for Walgreens and looking for internship opportunities

# *Save the Date*

PNC Center for Economic Development and Research (CEDaR)

Economic Development Workshop

“Implementation of Property Tax Caps: a Primer”

with

Dr. Larry DeBoer

Purdue University Professor and specialist in Agriculture Economics

Wednesday, April 28<sup>th</sup> at 7:00 PM

LSF Assembly Hall, Room 02

Free and Open to the Public