

# Soft Skills Committee Minutes

## Brevard Healthcare Workforce Consortium

January 24, 2018 9:00 – 11:00 a.m.

### **Attendees:**

Call-in: Teri Jones (Macedonia Education Technology and Career Academy) and Julie Berrio (CareerSource Brevard) In person: Wayne Brown (Eastern Florida State College), Linda Cobb (The Coaching Co.), Cindy Mitchell (Visiting Angels), Caroline Joseph-Paul (CareerSource Brevard), Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard) and Megan Cochran (CareerSource Brevard).

### **Not In Attendance:**

Karolena De Clercq (Aging Matters), Dr. Barbara Clift (BPS-Adult Education), James Carlson (Brevard Family Partnership), Debra Wallace (Vista Manor), Lee-Ann Lefasseur (Rockledge Regional Medical Center), Kathleen Werbicki (Courtenay Springs Village), Corendia Tinsley (Macedonia Education Technology and Career Academy), Jerry Phillips (Macedonia Education Technology and Career Academy), Kara Anderson (Simplifying Senior Living), Dr. Murielle Pamphile (Keiser University), Teresa Sykes (Aging Matters), Mary Jane Brecklin (Health First), Dr. Paulette Howell (Eastern Florida State College), Sheryl Cost (CareerSource Brevard), and Ahmanee Collins-Bando (CareerSource Brevard).

### **Order of Business:**

**Introductions:** Committee Members introduced themselves.

### **Introduction of Soft Skills Training Project**

Foy Staley, Training Project Specialist, provided an update on the Soft Skills grant awarded to CareerSource Brevard. The kick off meeting was held on January 22, 2018 and included participants from our local SHRM organizations. Participants heard presentations from three national Soft Skills vendors (WIN Learning, Wonderlic and Conover Co.), from there, participants are to sample communications and professional training modules from each vendor. Once completed, they are to provide feedback to help select the best training resource with the goal to have the vendor selected by March 2018. CareerSource Brevard will hire a staff person to enroll job seekers for training can be measured and tracked. CareerSource Brevard employees will also be required to take the training once the vendor is selected.

Wayne Brown shared that Eastern Florida State College will be holding a Skills Now conference beginning the first week in March to promote student success. Skills training will help with resiliency for navigating family problems, bills, etc.

## March 7, 2018 Brevard Healthcare Workforce Consortium Meeting Planning

Committee members were asked to provide input on what should be presented during the Consortium meeting.

- Committee Report Out – it was determined Wayne Brown will present our committee report.
- Key Note Speaker – Linda Cobb will provide leadership training to promote soft skills in the work place. She shared topics for discussion, including coaching skills for teams, communication skills, how we view others, and more.
- Foy Staley will present information on the Soft Skills grant.
- Wayne Brown and Linda Cobb will conduct a small group guided discussion for on-boarding for retention and Megan Cochran will connect with them offline regarding this topic.

Next meeting April 2018

### SOFT SKILLS COMMITTEE ACTION PLAN

January 24, 2018

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
<b>Increase interpersonal skills/work readiness skills in current and future workforce</b>	Improvement in customer satisfaction and better patient outcomes	<ul style="list-style-type: none"> <li>• Decrease in overall turnover rate within the first 90 days of employment</li> <li>• (Number to be identified) improvement in time to placement upon graduation/completion from training/ educational program (educational partners)</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination of training among education, workforce and industry</li> <li>• Cost of training integration into all educational and workplace settings</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintain the Soft Skills toolbox that employers can access                         <ol style="list-style-type: none"> <li>a. Focus on improving employability skills for CNA, HHA and PCT roles</li> <li>b. Employers can access resources on the <a href="http://www.takeaimbrevard.com">www.takeaimbrevard.com</a> site</li> </ol> </li> <li>2. Survey employers after placement                         <ol style="list-style-type: none"> <li>a. Recommendation for educational partners when following up on student placement with employers at the 6 month mark to pose a question like “Is this employee serving consumers in a respectful</li> </ol> </li> </ol>

		<ul style="list-style-type: none"> <li>• 5% increase on consumer satisfaction may be another performance measure</li> </ul>		<p>and compassionate manner?" to identify any trends and to drive curriculum adjustments as necessary</p> <ol style="list-style-type: none"> <li>This will be a formal recommendation to the consortium.</li> </ol> <ol style="list-style-type: none"> <li>Soft Skills Grant Resource Evaluation to be done by SHRM members.</li> <li>Employer leadership development to promote employee retention and a culture for soft skills. A presentation will be made at the March 2018 Consortium meeting.</li> </ol>
			<ul style="list-style-type: none"> <li>• Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions</li> </ul>	<ol style="list-style-type: none"> <li>Highlight the importance of soft skills required for occupational success.</li> <li>Challenge Identified: Assessing career-seekers' soft skills to evaluate suitability for healthcare employment <ol style="list-style-type: none"> <li>Prove It has potential assessments</li> <li>What other ways can we assess career seeker soft skills?</li> </ol> </li> <li>Recommendation to the Brevard Healthcare Workforce Consortium on April 25, 2017 that member healthcare employers partner with member educational institutions, CareerSource Brevard and community-based organizations to integrate employer visits to educate students/participants regarding employer behavioral-based expectations</li> </ol>

				<ul style="list-style-type: none"><li>a. Healthcare Career Exploration Workshop</li><li>b. Virtual Career Chat</li></ul> <p>4. Explore inclusion of soft skills necessary for career success in educational program promotional materials to align with recommendation to the Consortium for employers to list soft skills as leading indicators.</p>
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