

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

June 7, 2017, 3:00-5:00 p.m.

Attendees:

Mary Jane Brecklin (Health First) via conference call, Dr. Murielle Pamphile (Keiser University) via conference call, Jerry Phillips (Macedonia Education Technology and Career Academy), Teresa Sykes (Aging Matters), Caroline Joseph-Paul (CareerSource Brevard), Sheryl Cost (CareerSource Brevard), Antoinette Broomfield (CareerSource Brevard), Michelle Jones (CareerSource Brevard), Megan Cochran (Careersource Brevard), and Carol Macrander (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), Dr. Paulette Howell (Eastern Florida State University), Lee-Ann Levasseur (Wuesthoff Health System), Kathleen Werbicki (Courtenay Springs Village), Teri Jones (Macedonia Education Technology and Career Academy), Corendia Tinsley (Macedonia Education Technology and Career Academy) and Kara Anderson (Simplifying Senior Living).

Order of Business:

Introductions: Committee Members introduced themselves. Carol Macrander introduced Megan Cochran as her replacement.

Review of feedback from the April 25, 2017 Consortium Meeting

Recommendation #1:

The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium that member healthcare employers provide examples of Homemaker Companion, Home Health Aide and Certified Nursing Assistant behavioral-based expectations and interview questions to facilitate a greater understanding for educational and workforce professionals of the behavioral-based qualities desired in employees.

Carol Macrander reviewed the draft of the Behavioral-Based Expectations Survey for the purpose of gathering Employer's expectations of employees. The draft was approved with amendment recommendations. It was decided by the consortium to send this out along with the Healthcare Industry Exploration Opportunity Survey the week of July 1, 2017.

Recommendation #2: *The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium that member healthcare employers list desired soft skills as leading indicators on Homemaker Companion, Home Health Aide and Certified Nursing Assistant position descriptions and vacancy announcements.*

Carol Macrander reviewed the recommendation #2 regarding incorporating soft skills into job description and recommendations to replace a laundry list of skills with something like “hiring smiles” or promote another tag line to convey the organizational culture. In addition, list skills but not a laundry list, Dr. Pamphile explained that less is more.

Recommendation #3:

The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium 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.

Carol Macrander highlighted the need to add interview assistance and a timeline.

Megan Cochran demonstrated the Win Soft Skills tool accessible through employflorida.com. The courseware includes skills training for Communicating Effectively, Conveying Professionalism, Promoting Teamwork and Collaboration, and Thinking Critically and Solving Problems. Modules offered include a pre and posttest, and coursework must be completed before the post test can be taken.

Dr. Pamphile shared that Keiser provides soft skills training for most of the programs offered. They are held at different time frames to allow students to take training when they are available.

Action Plan Development

1. Issue: Performance Measure - decrease turnover
 - a. Carol Macrander reviewed the performance measures for decreasing turnover within the first 90 days and consensus was this is challenging but doable. The goal will be set after the receipt of the Vacancy Baseline and Benchmark Survey data is received and compiled. 5% increase on consumer satisfaction may be added in the future.
 - b. Carol Macrander said that roll-out of Essential Workplace Skills Training has been pushed to after July 1 due to changes in contractor. In the meantime the Win Soft Skills web based training is available.
 - c. Carol Macrander will send Win Soft Skills Backdoor Portal to Mary Jane Brecklin and Dr. Murielle Pamphile for further review.
 - d. Other strategies were recommended and have been included in the attached action plan.

Next Steps for the Committee

- The **Committee** will reconvene in mid-July.
- **Megan** will send out the minutes to the Soft Skills committee members and ask what time of day is best to meet. Once she receives feedback, she will schedule the next meeting to take place in the CareerSource Brevard Boardroom located at 297 Barnes Blvd., Rockledge to further develop the Action Plan.
- **Dr. Pamphile** will provide time to placement information broken down by field at our next meeting.
- **Antoinette** and **Sheryl** will select employers to test the Win Soft Skills as a training/retention tool.
- **Carol** will amend and finalize the Behavioral-Based Expectations Survey for distribution.
- **Megan** will send it out to the Healthcare Workforce Consortium the week of July 1, 2017 along with the Baseline and Benchmarks survey.

SOFT SKILLS COMMITTEE ACTION PLAN

June 7, 2017

| Issue | Desired Outcome | Performance Measures | Challenges | Strategies and Timeline |
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| Increase interpersonal skills/work readiness skills in current and future workforce | Improvement in customer satisfaction and better patient outcomes | <ul style="list-style-type: none"> • Decrease in overall turnover rate within the first 90 days of employment • (Number to be identified) improvement in time to placement upon graduation/completion from training/educational program (educational partners) | <ul style="list-style-type: none"> • Coordination of training among education, workforce and industry • Cost of training integration into all educational and workplace settings | <ol style="list-style-type: none"> 1. Develop a tool box that employers can access <ol style="list-style-type: none"> a. Focus on improving employability skills for CNA, HHA and PCT roles b. How do employers access tools? 2. Tool Box <ol style="list-style-type: none"> a. Explore potential access to CareerSource Brevard Employer-Based Training grants b. CareerSource Brevard Pre-Hire Workshops c. Win Soft Skills through employflorida.com to be tested as a training/retention tool. d. Keiser University Seminar Series Required for new healthcare grads e. EFSC Seminar Series available to students f. Private Pay Training |

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| | | | | <ul style="list-style-type: none"> i. Workplace Engagement and Empowerment by Anderson Advisory Group ii. Software for soft skills evaluation and development <p>3. Survey employers after placement</p> <ul style="list-style-type: none"> 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 and compassionate manner?” to identify any trends and to drive curriculum adjustments as necessary <ul style="list-style-type: none"> i. Determine if this will be a formal recommendation to the October 5, 2017 Brevard Healthcare Workforce Consortium Meeting |
| | | | <ul style="list-style-type: none"> • Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions | <ul style="list-style-type: none"> 1. Highlight the importance of soft skills required for occupational success. 2. Recommendation to the April 25, 2017 Brevard Healthcare Workforce Consortium that member healthcare employers list desired soft skills as leading indicators on Homemaker Companion, Home Health Aide and Certified Nursing Assistant position descriptions and vacancy announcements. <ul style="list-style-type: none"> a. It was recommended to replace a laundry list of |

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| | | | | <p>skills with “hiring smiles,” or another tag line to convey organizational culture. Additional comment was to list skills, but not a laundry list. Will this information be conveyed at the October 5, 2017 Brevard Healthcare Workforce Consortium?</p> <p>3. Challenge Identified: Assessing career-seekers’ soft skills to evaluate suitability for healthcare employment</p> <ol style="list-style-type: none"> a. Prove It has potential assessments b. What other ways can we assess career seeker soft skills? <p>4. Recommendation to the Brevard Healthcare Workforce Consortium that member healthcare employers provide examples of Homemaker Companion, Home Health Aide and Certified Nursing Assistant behavioral-based expectations and interview questions to facilitate a greater understanding for educational and workforce professionals of the behavioral-based qualities desired in employees.</p> <ol style="list-style-type: none"> a. The Behavioral-Based Survey is to be distributed week of July 1, 2017. Results to date will be discussed at July 19, 2017 Committee Meeting and presented to the next Consortium meeting on October 5, 2017 <p>5. Recommendation to the Brevard Healthcare Workforce Consortium on April 25, 2017 that member</p> |
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| | | | | <p>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</p> <ul style="list-style-type: none"> a. Healthcare Career Exploration Workshop scheduled on July 25, 2017 is an opportunity for employers to educate participants regarding employer behavioral-based expectations. b. What other ways can this happen? <p>6. 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 – Future Committee Meeting.</p> |
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