

# Soft Skills Committee Minutes

## Brevard Healthcare Workforce Consortium

December 6, 2017, 9:00 – 11:00 a.m.

### **Attendees:**

Call-in: Dr. Murielle Pamphile (Keiser University), Teresa Sykes (Aging Matters), Mary Jane Brecklin (Health First), In person: Wayne Brown (Eastern Florida State College), Linda Cobb (The Coaching Co.), Dr. Paulette Howell (Eastern Florida State College), Antoinette Broomfield (CareerSource Brevard), Sheryl Cost (CareerSource Brevard), Caroline Joseph-Paul (CareerSource Brevard), Michelle Jones (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 Levasseur (Rockledge Regional Medical Center), Kathleen Werbicki (Courtenay Springs Village), Cindy Mitchell (Visiting Angels), Corendia Tinsley (Macedonia Education Technology and Career Academy), Jerry Phillips (Macedonia Education Technology and Career Academy), Kara Anderson (Simplifying Senior Living), Teri Jones (Macedonia Education Technology and Career Academy), and Ahmanee Collins-Bando (CareerSource Brevard).

### **Order of Business:**

**Introductions:** Committee Members introduced themselves.

### **CSB Nursing Grant:**

The grant award amount is \$225,500 to train 23 individuals who have CNA certification/experience to become LPNs and also train 20 CNAs or PCAs. The maximum scholarship award for LPN is \$8,500.

- A concern was brought up by the Staffing Committee regarding scholarship suitability assessment tool to insure a positive outcome for scholarship recipients. Informed the committee that CareerScope, an interest and aptitude assessment is being used by Staffing Specialists as part of the eligibility determination process. Antoinette Broomfield provided an in-depth explanation of how the assessment results are interpreted and reviewed with candidates to help determine if the training they are seeking is appropriate. Based on the discussion, the CareerScope will be added to the Soft Skills Tool Box as an assessment resource through CareerSource Brevard.
- A concern was raised about the maximum award amount for LPN not covering full training costs which are from \$10,500 (EFSC) - \$13,000 (HCI). Mary Jane Brecklin advised if the students are employed to check with their employer

about tuition reimbursement opportunities. She believes many employers offer this benefit.

### **CSB Soft Skills Grant Roll-out:**

Megan Cochran reviewed a presentation explaining the Soft Skills Pilot Program

- eLearning program provided by a national authority on soft skills training in a digital platform that includes mastery assessment and certification
- A Pilot Assessment Panel from the regional chapter of the Society for Human Resource Management (SHRM) who will review 3 national programs, rate and recommend the best program for the pilot program. Recommended committee members who belong to SHRM to volunteer to be on the Assessment Panel.
- Career Center staff will take the training as part of their Professional Development and to better understand the value of the program when they engage with career seekers.
- Serve 500 unemployed customers with soft skills training, follow to employment then monitor retention, hope to see an increase in employment retention 20%

**Brevard Public Schools Curriculum Contacts Meeting:** <http://takeaimbrevard.com/wp-content/uploads/2017/11/Curriculum-Contacts-Meeting-Planning-Minutes.pdf>

- The committee reviewed the soft skills hand out and made recommendations for update. Wayne Brown recommended to emphasize the importance of (the soft skill) communication and how it directly impacts the quality of care for patients.
- As part of the agenda for the Curriculum Contacts meeting, there will be a table top activity for the topic of soft skills. Megan Cochran requested input from the committee for the activity. Mary Jane Brecklin recommended breaking into groups and do scenario-based role play based on real experiences in healthcare setting. This experience would be impactful and could help bring soft skill preparation ideas to classrooms.

### **Promoting Soft Skills to K-12:**

- Megan Cochran spoke to a BPS partner, who indicated soft skills are already being addressed in the class room. Antoinette Broomfield shared that behavior in Middle School is graded based on compliance with classroom rules and perhaps when a student does poorly with behavior, this could be a “teachable moment” and we could provide a soft skill teaching resource. Action item, Megan Cochran is to locate a contact from BPS to determine if resources as

described above or employer/workforce classroom visits can help with teaching soft skills to students.

**Chick-fil-A Customer Service Standard:**

- The Staffing Committee recommended Chick-fil-A’s customer service as an example for a customer service standard. The Soft Skills committee reviewed Chick-fil-As customer service training model <https://prezi.com/bge-ua75yags/reciepe-for-se/>
- The committee viewed the “Every Life Has a Story” video that promotes empathy of customers and co-workers <https://www.youtube.com/watch?v=2v0RhvZ3lvY>

**Leadership Training:**

From the last meeting, it was determined the Soft Skills committee would address Soft Skills for employers/employees. The focus will be to address retention issues and delivery of Soft Skills. Wayne Brown advised leaders are interested in results, what is the pay off and to use graphics. Linda Cobb shared that blame is an excuse to do nothing. Teach people, give them tools to avoid blame.

It was decided for the consortium meeting that a presentation would be made that would impact both retention and soft skills for supervisors. Linda Cobb was asked to present on this topic at the meeting.

**Action Plan:**

Megan Cochran is to update the Soft Skills Tool Box with resources demonstrated today.

Next meeting 1/24/2018

**SOFT SKILLS COMMITTEE ACTION PLAN**

**December 6, 2017**

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
<b>Increase interpersonal skills/work</b>	Improvement in customer	<ul style="list-style-type: none"> <li>• Decrease in overall turnover rate within the</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination of training among</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintain the Soft Skills toolbox that employers can access</li> </ol>

<p><b>readiness skills in current and future workforce</b></p>	<p>satisfaction and better patient outcomes</p>	<p>first 90 days of employment</p> <ul style="list-style-type: none"> <li>• (Number to be identified) improvement in time to placement upon graduation/ completion from training/ educational program (educational partners)</li> <li>• 5% increase on consumer satisfaction may be another performance measure</li> </ul>	<p>education, workforce and industry</p> <ul style="list-style-type: none"> <li>• Cost of training integration into all educational and workplace settings</li> </ul>	<ul 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> </ul> <ol style="list-style-type: none"> <li>2. Survey employers after placement <ul 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 and compassionate manner?” to identify any trends and to drive curriculum adjustments as necessary <ul style="list-style-type: none"> <li>i. This will be a formal recommendation to the consortium.</li> </ul> </li> </ul> </li> <li>3. Soft Skills Grant Resource Evaluation to be done by SHRM members.</li> <li>4. 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</li> </ul>	<ol style="list-style-type: none"> <li>1. Highlight the importance of soft skills required for occupational success.</li> <li>2. Challenge Identified: Assessing career-seekers’ soft skills to evaluate suitability for healthcare employment <ul style="list-style-type: none"> <li>a. Prove It has potential assessments</li> </ul> </li> </ol>

			<p>training provided by educational institutions</p>	<p>b. What other ways can we assess career seeker soft skills?</p> <p>3. 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</p> <p>a. Healthcare Career Exploration Workshop</p> <p>b. Virtual Career Chat</p> <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 – Future Committee Meeting.</p>
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