

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

April 25, 2018 9:00 – 11:00 a.m.

Attendees:

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), Alex Johnstone (Harris-Casel Institute and Serving our Sisters Spiritual Food), Dr. Murielle Pamphile (Keiser University), Richard Rossell (Health First) 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), Corendia Tinsley (Macedonia Education Technology and Career Academy), Jerry Phillips (Macedonia Education Technology and Career Academy), Kara Anderson (Simplifying Senior Living), Teresa Sykes (Aging Matters), Mary Jane Brecklin (Health First), Dr. Paulette Howell (Eastern Florida State College), Kristin Corley (Central Florida Kidney Centers), Karen Spurlock (Eastern Florida State College), Shante McCoy (Casel- Harris Institute), Kelly Myers (Health First Home Care), Samantha Miller (Palm Cottages), Sheryl Cost (CareerSource Brevard), Teri Jones (METCA) and Ahmanee Collins-Bando (CareerSource Brevard).

Order of Business

Introductions: Committee Members introduced themselves.

Review Feedback from March 7 Brevard Healthcare Workforce Consortium Meeting
Meeting Summary <http://takeaimbrevard.com/wp-content/uploads/2018/03/Brevard-Healthcare-Workforce-Consortium-March-Meeting-Summary.pdf> - highlights were noted

- 46 participants representing 30 organizations and 12 interested in serving on one or more committees

Group Discussion Prompts Feedback <http://takeaimbrevard.com/wp-content/uploads/2017/06/Group-Discussion.pdf>

- CNA programs/curriculums may not be up to date due to the fact that the healthcare field is always changing, and this is sometimes reflected in the quality of care provided by CNAs in assisted/long term care facilities. - Wayne Brown felt it could be a soft skills related issue. Students should have a realistic view of the actual jobs. It was suggested that healthcare employers could visit classrooms to discuss the occupation in various settings. Caroline Joseph-Paul

recommended the use of detailed job descriptions to show individuals considering a career in Healthcare. Linda Cobb suggested the job description focus should be the purpose of the job as opposed to a list of tasks. Cindy Mitchell stated they use a tasks and purpose information sheet. Action item – help business write job descriptions incorporating ideas.

- Facilities are asking CNAs to pass out medications from a cart out of their scope of practice. – Cindy Mitchell said in a home care setting, you cannot administer meds and recommends to CNAs to tell family members if there are issues. Alex Johnstone suggested this happens in many ALF settings and would be able to help Megan Cochran come up with ways to address this offline. Linda Cobb offered up helpful communication approaches to help CNAs address situations like this:
 1. Set a boundary
 2. Manage conflict
 3. Make a request
- Resources for coping with financial issues – The suggestion was made to see if employers could help with student loan debt. Dr. Pamphile said Keiser University offers graduates a required financial strategy workshop to review student loans. CareerSource Brevard hosts United Way's financial management workshop as well.
- Culture check, diversity (ethnicity, income levels) / sensitivity training/ awareness between healthcare provider and patient and vice versa. – Wayne Brown said EFSC has a diversity task force to support the minority male and strengthen the organization for better leadership and mentoring. This includes perceptions from other ethnicities, disabilities, sexual orientation, religion, etc. Linda Cobb stated human energy can be felt, you can pick up on how another person regards you. Alex Johnstone recommends reading The 21 Irrefutable Laws of Leadership

Survey Results <http://takeaimbrevard.com/wp-content/uploads/2018/03/March-7-Consortium-Survey-Feedback.pdf>

- 24 surveys received, most had favorable reviews
- Changes incorporated for the next consortium meeting include having a time keeper, changes to slides to make them less busy, add a break to the agenda, promote more networking time and may not have a key note speaker but instead have breakout sessions.
- Talent pipeline topics should include retention, recruitment and placement preparation
- Soft Skills committee members recommended including generating scenarios for improvisation group to uncover hidden bias exercise.

Career Source Brevard Soft Skills Grant Update – Foy Staley

Win Essentials training is underway. The grant will fund 500 unemployed individuals to take the training and receive a credentialed certificate. Training is offered online or blended with classroom learning. To date there are 37 individuals signed up for the training. Once candidates complete training and become employed, employers will be surveyed to measure retention effectiveness.

CareerSource Brevard staff are also taking the training. CareerSource Brevard has negotiated pricing for business. Please contact Foy (fstaley@careersourcebrevard.com) if you would like more information.

Committee members made recommendations on getting the word out to increase enrollments. Education providers will share information with their graduating students. Other institutions like Adult Ed, and the Women’s center were mentioned as potential sources. Megan will send out flyers to consortium members.

Branding Campaign Update – Megan Cochran

Web-Based Interactive Career Map for Nursing Under construction

<https://careersourcebrevard.com/career-services/explore-healthcare-careers>

- Developed for healthcare career exploration, includes foundational soft skills information

Next meeting June 13, 2018

SOFT SKILLS COMMITTEE ACTION PLAN

April 25, 2018

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
<p>Increase interpersonal skills/work readiness skills in current and future workforce</p>	<p>Improvement in customer satisfaction and better patient outcomes</p>	<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 	<ul style="list-style-type: none"> • Coordination of training among education, workforce and industry • Cost of training integration into all education- 	<ol style="list-style-type: none"> 1. Maintain the Soft Skills toolbox that employers can access <ol style="list-style-type: none"> a. Focus on improving employability skills for CNA, HHA and PCT roles b. Employers can access resources on the www.takeaimbrevard.com site c. Include Win Essential Skills flyer

		<p>graduation/completion from training/educational program (educational partners)</p> <ul style="list-style-type: none"> • 5% increase on consumer satisfaction may be another performance measure 	<p>al and workplace settings</p>	<ol style="list-style-type: none"> 2. Survey employers after placement <ol 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 <ol style="list-style-type: none"> i. This will be a formal recommendation to the consortium. 3. Employer leadership development to promote employee retention and a culture for soft skills. A presentation will be made at the March 2018 Consortium meeting. 4. Help employers craft job descriptions that include purpose and soft skills instead of just listing tasks.
			<ul style="list-style-type: none"> • Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions 	<ol style="list-style-type: none"> 1. Highlight the importance of soft skills required for occupational success. 2. Challenge Identified: Assessing career-seekers' soft skills to evaluate suitability for healthcare employment <ol style="list-style-type: none"> a. Prove It has potential assessments b. What other ways can we assess career seeker soft skills? 3. Recommendation to the Brevard Healthcare Workforce Consortium on April 25, 2017 that member

				<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 Workshopb. Virtual Career Chat <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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