

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

August 2, 2018 9:00 – 11:00 a.m.

Attendees:

Wayne Brown (Eastern Florida State College), Caroline Joseph-Paul (CareerSource Brevard), Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard), Dr. Murielle Pamphile (Keiser University), Teri Jones (METCA – Elderly Compassionate Care Program) Richard Rossell (Health First), Sheryl Cost (CareerSource Brevard) and Megan Cochran (CareerSource Brevard).

Order of Business

Introductions: Committee Members introduced themselves.

Developing Youth and Attracting them to the Healthcare Field – Kathy Davis, Vocational Rehabilitation and Jana Bauer, CareerSource Brevard

As a means to increase the talent pipeline for healthcare and soft skills, summer youth work experience opportunities were shared with the committee.

Kathy Davis explained they partnered with the Homebuilders and Contractors association to promote summer youth work experience for high school students with disabilities, to include learning disabilities. They created an application process and 30 students completed work experience with 7 employers and both students and employers were happy with the experience. Their pay and liability insurance was supported through Voc Rehab. They would like to expand this concept into other industries. Voc Rehab may also be able to serve students in disability programs at EFSC.

Jana Bauer highlighted a youth work experience program, Juniors to Jobs through Palm Bay High, run by the City of Palm Bay. One of the experiences is in healthcare through Buena Vida. They offered two work experiences, one in dietary and the other in activities assistant. Both experiences offered exposure to patient care via job shadowing. Results included one student hired permanently and also helped another student decide career path in healthcare.

Work experience can be funded through grants or employer sponsored.

Career Source Brevard Soft Skills Grant – Foy Staley

Progress Update

- 171 completed and received a credential, 198 enrolled and 177 completed mods, have to test
- Outreach efforts – Libraries, Veterans Organizations, upcoming job fairs, Adult Ed

- Essentials Training – SHRM and Employers speak to trainees guest spot at 3 centers and SCHRA President L. Davis spoke 7/31 Conflict Resolution at the Titusville center
- Marketing – website pages for customer: <https://careersourcebrevard.com/career-services/pathway-to-finding-a-job/win-with-soft-skills-training> and business: <https://careersourcebrevard.com/business-services/training-programs/help-with-soft-skills-training>

Skills Commons

Megan Cochran provided information on <https://www.skillscommons.org/>, a free and open digital library of workforce training materials. You can browse by industry, credentials and material type.

Occupational Information for Healthcare Leaders

Megan Cochran pulled leadership occupations from O*NET Online (<https://www.onetonline.org/>) a database of occupational information. Healthcare Managers <https://www.onetonline.org/link/summary/11-9111.00> and Registered Nurses <https://www.onetonline.org/link/summary/29-1141.00> were reviewed to look at their skills.

Break out Session Planning for the August 28 Consortium

Committee members were asked for assistance in planning the Break out session for helping leaders with soft skills that promote retention. Linda Cobb kindly offered to lead this session and the topic will be Leadership Principles for Retention.

Future Candidate Recruiting

- METCA – ECC Recruitment Fair- August 9, 2018
- Healthcare Virtual Tour – August 22, 2018
- Healthcare Career Fair – September 19, 2018
- Walk to End Alzheimer’s – September 22, 2018

SOFT SKILLS COMMITTEE ACTION PLAN

August 2, 2018

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
Increase interpersonal skills/work readiness skills in current and	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 	<ul style="list-style-type: none"> • Coordination of training among education, workforce and industry 	<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

<p>future workforce</p>		<ul style="list-style-type: none"> • (Number to be identified) improvement in time to placement upon graduation/ completion from training/ educational program (educational partners) • 5% increase on consumer satisfaction may be another performance measure 	<ul style="list-style-type: none"> • Cost of training integration into all educational and workplace settings 	<p>www.takeaimbrevard.com site</p> <ol style="list-style-type: none"> c. Include Win Essential Skills flyer 2. Survey employers after placement <ol style="list-style-type: none"> a. A survey will be conducted as part of the soft skills grant for employers who hire credentialed individuals. b. Job vacancy and skills gap survey link: http://lmsresources.labormarketinfo.com/skills_gap/index.html 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. Use behavioral based questions in job interviews. 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

				<p>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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