

Soft Skills Committee Meeting

CareerSource Brevard | April 3, 2019

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| Research

63 percent of graduates believe they are 'very' prepared.

Employers disagree.

Only **14 percent of employers** believe recent graduates are 'very' prepared.

| Research

Most significant disconnects in perceived preparedness between employers and graduates:

- commitment / accountability
- communication
- time management
- professionalism
- critical thinking / problem solving

| Research

Biggest divide is **professionalism and work ethic**.
Nearly **90 percent** of **students** think they are prepared; only **43 percent** of **employers** agree.

Close to **80 percent** of **students** believe they have essential **communication** and **critical thinking** skills; only **42 percent** and **56 percent** of **employers** agree.

| Research

More than **70 percent** of **employers** believe recent college graduates are not well-prepared to **apply knowledge and skills in real-world settings** or do **not** have **essential critical thinking and communication skills** — non-technical ‘soft’ skills.

| Research

Employer-education mismatch –

96 percent of college academic officers are confident in preparation of students.

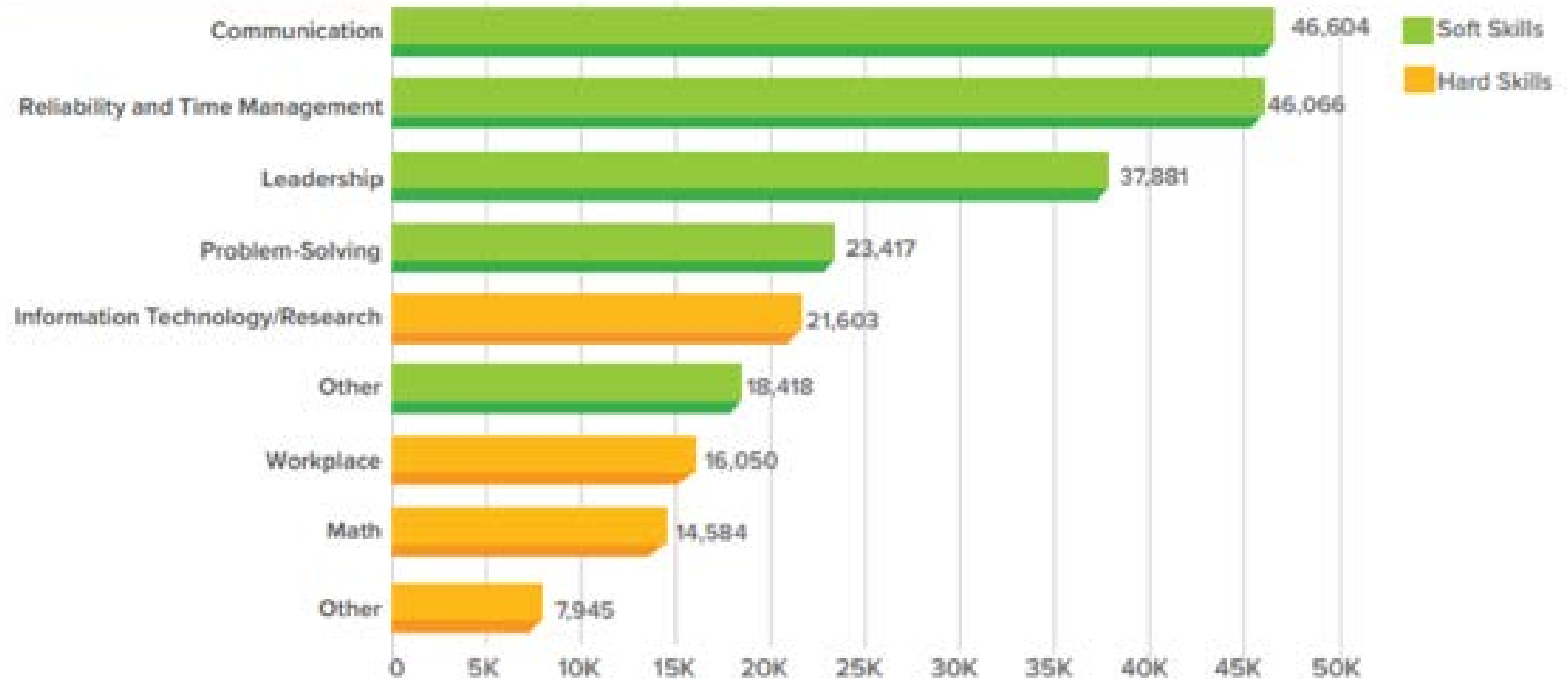
Only 11 percent of business leaders agree.

| Research

Florida employers report gaps in foundational 'soft skills' twice as often as technical skills:

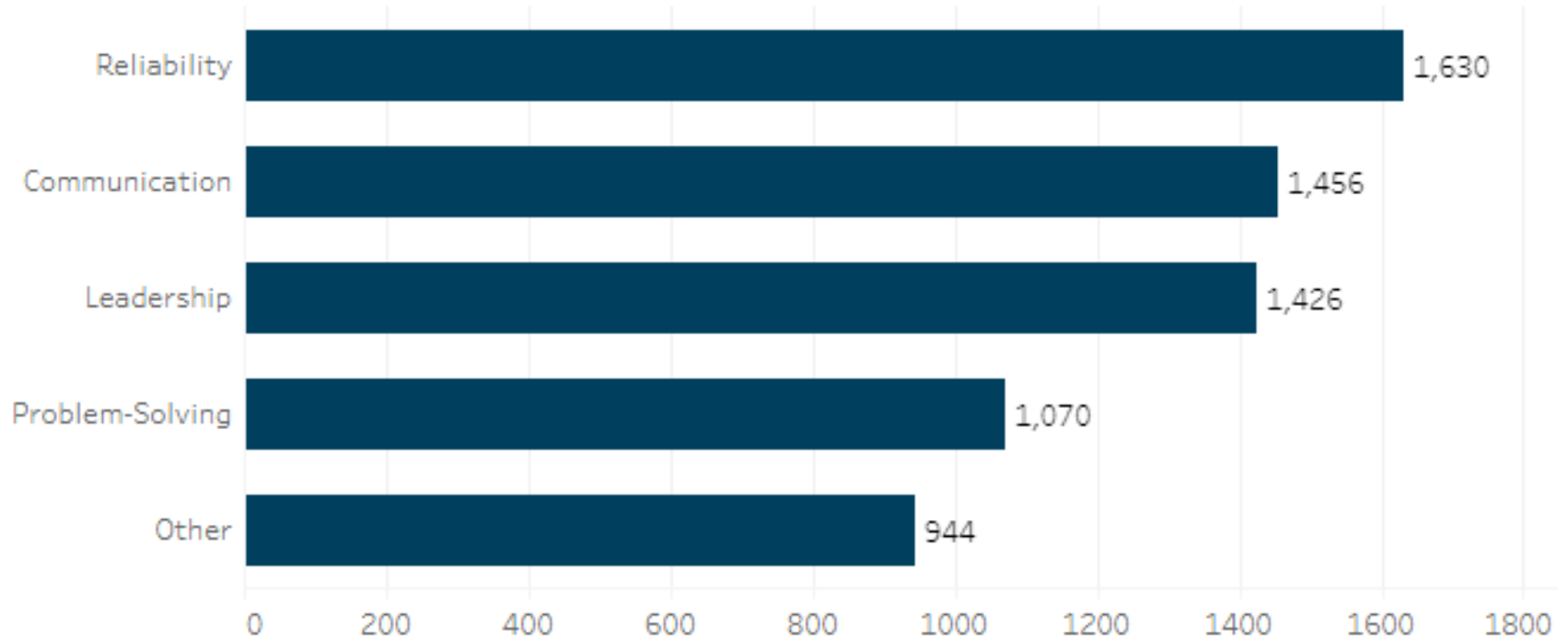
- communication
- reliability and time management
- leadership
- problem solving

Soft Skills Out Rank Hard Skills



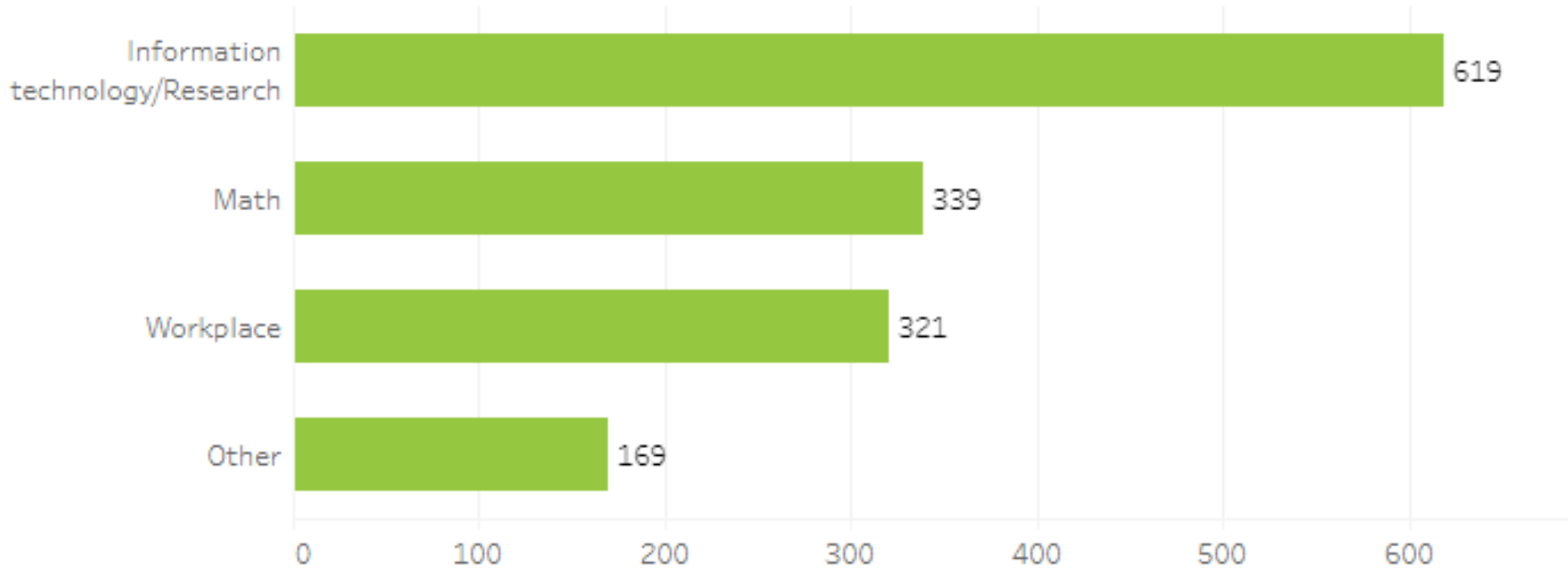
Brevard Region – Soft Skills Gap

Soft Skills Gap Totals

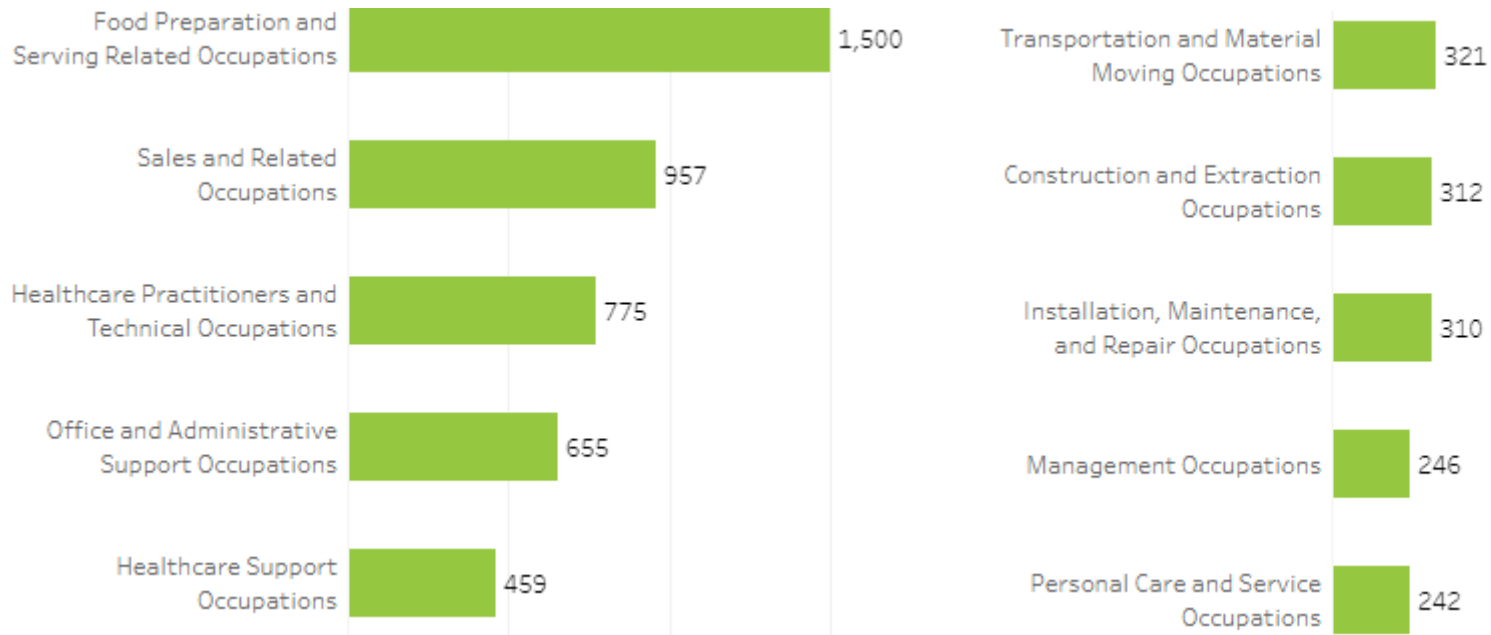


Brevard Region – Hard Skills Gap

Hard Skills Gap Totals



Brevard Region – Vacancy



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Foundational employability and soft skills



Overview

- A first-step foundational employability and soft skills solution
 - ❖ Implemented by CareerSource, state colleges, technical colleges, high schools, adult education, and other community-based partners
 - ❖ Sponsored by Florida Department of Economic Opportunity
 - ❖ Managed by WIN Learning, a national career readiness company
- State funded, no direct cost to implementation partners or participants
- Performance bonus funding; \$15 per credential or \$30 per participant

Florida Ready to Work Credential

- ❖ **Applied Math** – Use of workplace math – four basic functions of math – to communicate information and problem solve (i.e. calculate percentage discounts and mark-ups)
- ❖ **Reading for Information** – Use of workplace text to communicate information and problem solve (i.e. emails, manuals, memos, policies)
- ❖ **Locating Information** – Use of workplace graphics to communicate information and problem solve (i.e. spreadsheets, charts, graphs, instrument gauges)

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Bronze Credential

The State of Florida recognizes

WASHINGTON WILLIAMS

for demonstrating foundational career readiness skills including
Applied Mathematics, Locating Information, and Reading for Information.

2/21/2019



Ron DeSantis, Governor
State of Florida

Bronze Florida Ready to Work Credential

The Florida Ready to Work Credential is based on three validated career readiness assessments – Applied Mathematics, Locating Information, and Reading for Information – that measure foundational critical thinking and problem solving skills. The holder of this **Bronze** Credential has demonstrated mastery of the skills required by 35% of jobs today leading up to and including:

Applied Mathematics Skills for Level 5

- Decide what information, calculations, or unit conversions to use to solve the problem
- Look up a formula and perform single-step conversions within or between systems of measurement
- Calculate using mixed units (e.g., 3.5 hours and 4 hours 30 minutes)
- Divide negative numbers
- Find the best deal using one- and two step calculations and then comparing results
- Calculate perimeters and areas of basic shapes (rectangles and circles)
- Calculate percentage discounts or markups

Locating Information Skills for Level 3

- Find one or two pieces of information in a graphic
- Fill in one or two pieces of information that are missing from a graphic

Reading for Information Skills for Level 5

- Figure out the correct meaning of a word based on how the word is used
- Identify the correct meaning of an acronym that is defined in the document
- Identify the paraphrased definition of a technical term or jargon that is defined in the document
- Apply technical terms and jargon and relate them to stated situations
- Apply straightforward instructions to a new situation that is similar to the one described in the material
- Apply complex instructions that include conditionals to situations described in the materials

Florida Ready to Work is an employer-driven, research-based career readiness training and credentialing program focused on the foundational skills required for most jobs. There are four Florida Ready to Work Credential levels:

PLATINUM	Minimum score of 6 on all three qualifying assessments. Indicates readiness for 99% of jobs.
GOLD	Minimum score of 5 on all three qualifying assessments. Indicates readiness for 90% of jobs.
SILVER	Minimum score of 4 on all three qualifying assessments. Indicates readiness for 65% of jobs.
BRONZE	Minimum score of 3 on all three qualifying assessments. Indicates readiness for 35% of jobs.

The higher the assessment scores and resulting credential level indicate an ability to perform more complex tasks and qualify for a broader range of jobs

Florida Soft Skills Credential

- ❖ **Conveying Professionalism** – Dependability, courtesy, attitude, motivation, personal accountability, and time management
- ❖ **Communicating Effectively** – Verbal and nonverbal communication and listening; use of communication tools including email etiquette, cell phone, and social networking; resolving conflict; and acknowledging criticism.
- ❖ **Promoting Teamwork and Collaboration** – Teamwork skills and interactions, benefits of diversity and sensitivity to differences, accepting responsibility, and leadership.
- ❖ **Thinking Critically and Solving Problems** – Innovation, creativity, flexibility, overcoming adversity, goal setting, and critical thinking strategies.

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soft skills

The State of Florida recognizes

MELISSA CLARK

for demonstrating foundational career readiness skills including

Conveying Professionalism, Communicating Effectively,

Teamwork and Collaboration, and Thinking Critically and Solving Problems.

3/20/2019



Ron DeSantis, Governor
State of Florida

Florida Soft Skills Credential

The Florida Soft Skills Credential is based on a validated career readiness assessment that measures foundational work habits and situational judgement skills. The holder of this Credential has demonstrated an understanding of essential soft skills including:

Conveying Professionalism

- Strong work ethic, pride in self and employer, and image conveyed to internal and external customers
- Positive attitude and benefits of exceptional internal and external customer service
- Punctuality and dependability
- How motivation affects performance
- Taking responsibility for learning and development of excellent work habits

Communicating Effectively

- Essential communication and listening skills to help ensure a productive work environment
- Use of verbal communication to improve understanding
- Appropriate workplace use of email, texting, cell phone, and social networking
- Conflict resolution and negotiation in the workplace
- How effective communication affects an organization

Teamwork and Collaboration

- Treating coworkers as team members and cooperating with others
- Benefits of workplace diversity
- Sensitivity to individual differences
- Benefits and challenges of teamwork and collaboration
- Workplace leadership

Thinking Critically and Solving Problems

- Innovation, creativity, and adaptability in the workplace
- Adversity and how it affects the workplace
- Elements of critical thinking, including observation, evidence, reasoning, and fallacies
- Making decisions including inductive and deductive reasoning
- Creative problem solving in the workplace

The Florida Soft Skills Credential is sponsored by Florida Ready to Work, an employer-driven, research-based career readiness training and credentialing program focused on the foundational skills required for most jobs.

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Curriculum

- **Ready to Work**

- ❖ Online
- ❖ Employer informed, research based, career contextualized
- ❖ Placement test targets instruction
- ❖ Levels 1-7, Level 3 minimum level of career readiness for most jobs
- ❖ Embedded learner interactions
- ❖ Posttests at each level validate mastery of skills, readiness for proctored assessments

- **Soft Skills**

- ❖ Blended – online and facilitated classroom projects and practice
- ❖ Employer informed, research based, career contextualized
- ❖ Embedded learner interactions and video scenarios
- ❖ Posttests for each module validate mastery of skills, readiness for proctored assessment

Proctored Assessments

- **Ready to Work**

- ❖ Research based, criterion referenced, application of skills, career contextualized
- ❖ Academic and employer subject matter expert developed and validated
- ❖ Multiple choice, 55 minutes per assessment (AM / RI / LI)
- ❖ Level Scores 3-7, Level 3 minimum level of career readiness for most jobs
- ❖ Level Scores aligned to job profiles

- **Soft Skills**

- ❖ Research based, criterion referenced, application of skills, career contextualized
- ❖ Academic and employer subject matter expert developed and validated
- ❖ Multiple choice 'BEST' and 'WORST' response to situation, 60 minutes
- ❖ Scored Passed or Not Passed

Brevard: A Career Ready Community

- measure common, transferable skills required for most all jobs
- provide targeted career contextualized employability and soft skills training / remediation
- certify readiness to take the 'next step' toward occupational training, apprenticeship, on-the-job training and/or employment
- answer employer demand for 'ready to train' talent
- create new job opportunities and increases earning potential for unemployed and underemployed
- communicate community career readiness



More Information



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Register for an Introductory Webinar at myfloridareadytowork.com.