

# Soft Skills Committee Minutes

## Brevard Healthcare Workforce Consortium

June 18, 2019 9:00 – 11:00 a.m.

### Attendees:

Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard), Mahalia Roberts (Orange Technical College), Teri Jones (METCA – Elderly Compassionate Care Program), Richard Rossell (Health First), Tom Lovett (Orange Technical College), Ann Marie Prendergast (Brevard Nursing Academy), Marty Ward (Confidence Builds Success Training founder), Steve Duba (Life), Teresa Sykes (Aging Matters), Michelle Burke (Bossibly) and Megan Cochran (CareerSource Brevard)

### Order of Business

**Roll Call:** Committee Members introduced themselves.

### Updates from Committee Partners:

- Foy Staley informed June 28<sup>th</sup> is the end of the soft skills grant, but the Florida Ready to Work blended workshop will still be available.
- Ann Marie Prendergast reported her school is adding more classes. She is considering adding a career page to her website and adding businesses like Health First and Hibiscus court. Richard Rossell and Megan Cochran expressed interest and Ann Marie will follow up.
- Richard Rossell and Teresa Sykes shared ongoing staffing challenges.
- Michelle Burke (new to the committee) provides leadership and soft skills development with young professionals.
- Teri Jones will be holding her next healthcare training scholarship Recruitment Fair August 15. Please share the flyer linked here <http://takeaimbrevard.com/wp-content/uploads/2019/07/METCA-Healthcare-Recruit-Flyer-Aug-15-2019-002.pdf>

### Soft Skills Grant Update

Foy Staley provided this update on the Soft Skills Grant.

Florida Ready To Work (FRTW) has been implemented and has 2 courseware credentials- 1) math, reading & locating info- 2) new and improved soft skills

Initiative to keep the SS alive for our customers and business partners because it is still a hot topic and relevant

- Keeping the blended instruction workshop
- Promotional material should include soft skills along with FRTW
- Staff continue to encourage career seekers to take this training
- Events, job fairs etc. still include soft skills

Survey Count: Employees: 86 and Employers: 65

Final report data is being collected up to the last day. The categories for the matrix include gender, age, educational status, how many are dual enrolled, how many did blended or online, percentage of retention, what fields/sectors did they get placed in etc. In July, a narrative will be written and report will be sent to state to show the results of the training.

Foy's role will be expanded to not only keeping soft skills training going, but she also will be working with the Opioid Recovery Grant Program and Community Outreach.

**Workplace Soft Skills Training:** Guest speakers Tom Lovett and Mahalia Roberts, Career Service Advisors with Orange Technical College – Mid Florida Campus ([orangetechcollege.net](http://orangetechcollege.net) and [www.livemotivated.com](http://www.livemotivated.com) is where Tom Lovett's workbooks can be purchased). Mahalia Roberts shared information on Orange Technical college and the soft skills training they provide students. They are also using the Florida Ready to Work Soft Skills training, which demonstrates the popularity of the training. In addition, Tom Lovett presented on the soft skills employers are looking for and shared the visually stimulating workbooks he created as part of his Character for Life Publishing. Here is a link to their presentation <http://takeaimbrevard.com/wp-content/uploads/2019/06/CFL-CS-PPTFF.pdf> . Also, here is a copy of Tom's "Act of kindness Campaign Pledge" that really resonated with committee members <http://takeaimbrevard.com/wp-content/uploads/2019/07/Act-of-kindness-Campaign-Pledge.pdf> .

**Confidence Builds Success Training – TAG 4 Change Ambassador Program:** Guest speaker Marty L Ward, Success Coach (<https://www.tag4change.com/>) presented on confidence eliminates bullying. "Tag" others to help them recognize their talents, abilities and gifts. This helps build confidence and resilience for both the bully and the victim which should help end the cycle. Marty has developed curriculum for nursing, nurses eat their young and are also bullied.

**Training Needed at Leadership and Entry Level** – Feedback was requested from committee members regarding where the Soft Skills Committee should focus efforts. Based on feedback from participating industry employers, they need help training leadership and entry –level on soft skills. Future meetings will focus on developing training resources for employers from free to fee based and also business learning events.

**Soft Skills Tool Box Update** – The Career OneStop skills and abilities videos link has been added to the Soft Skills Tool Box along with information from our participating Coaches  
<http://takeaimbrevard.com/wp-content/uploads/2019/07/Soft-Skills-Tool-Box-July-2019-1.pdf>

**The Brevard Healthcare Workforce Consortium is September 24, 2019** – Focus will be on Local College Access Network formation to support talent pipeline development. It will be held at the Space Coast Health Foundation Center for Collaboration from 9am – noon.

## SOFT SKILLS COMMITTEE ACTION PLAN

June 18, 2019

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
<p><b>Increase interpersonal skills/work readiness skills in current and future workforce</b></p>	<p>Improvement in customer satisfaction and better patient outcomes</p>	<ul style="list-style-type: none"> <li>• Decrease in overall turnover rate within the first 90 days of employment</li> <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>	<ul style="list-style-type: none"> <li>• Coordination of training among education, workforce and industry</li> <li>• Cost of training integration into all educational and workplace settings</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintain the Soft Skills toolbox that employers can access <ol 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> <li>c. Register to access the Soft Skills Training through WIN Florida Ready to work <a href="http://www.myfloridareadytowork.com">www.myfloridareadytowork.com</a></li> </ol> </li> <li>2. Survey employers after placement <ol style="list-style-type: none"> <li>a. A survey will be conducted as part of the soft skills grant for employers who hire credentialed individuals.</li> <li>b. Job vacancy and skills gap survey link: <a href="http://lmsresources.labormarketinfo.com/skills_gap/index.html">http://lmsresources.labormarketinfo.com/skills_gap/index.html</a></li> </ol> </li> <li>3. Employer leadership development to promote employee retention and a culture for soft skills. A presentation will be made at the March 2018 and August 2018 Consortium meeting. February 2019 Creating a Culture for Recruitment and Retention presentation. <ul style="list-style-type: none"> <li>• Committee will focus on Leadership development training and entry employee training 2019/2020</li> </ul> </li> <li>4. Help employers craft job descriptions that include purpose and soft skills instead of just listing tasks.</li> </ol>

			<ul style="list-style-type: none"> <li>• Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions</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 <ol style="list-style-type: none"> <li>a. IBM assessments through CSB</li> <li>b. Use behavioral based questions in job interviews.</li> </ol> </li> <li>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 <ol style="list-style-type: none"> <li>a. Healthcare Career Exploration Workshop</li> <li>b. Virtual Career Chat</li> </ol> </li> <li>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.</li> <li>5. Consider forming a Local College Access Network for collective impact on addressing soft skill needs to students and recent grads.</li> </ol>