

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

October 30, 2019 9:00 – 11:00 a.m.

Attendees:

Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard), Teri Jones (METCA – Elderly Compassionate Care Program), Richard Rossell (Health First), Tonya Holder (Brevard Adult Ed), Ann Marie Prendergast (Brevard Nursing Academy), Marty Ward (Confidence Builds Success Training founder), Wayne Brown (Eastern Florida State College), Michelle Burke (Bossibly), Adam Miller (Health First), and Megan Cochran (CareerSource Brevard)

Committee Partner Updates:

Wayne Brown continues to search for mental health internship sites for EFSC students and is trying to get into Palm Point Behavioral in Titusville. He is also working on the Minority Male Initiative by-laws to form a club. He stated Health First has been very supportive.

Richard Rossell has been busy recruiting people for the Urgent Care for Mental Health in Melbourne. He also is searching for two nurse practitioners.

Foy Staley completed the Soft Skills grant in August and has transitioned into a new role to engage the community to connect to CareerSource Brevard services.

Marty Ward shared her Confidence Builds Success program in Africa has seen a 57% reduction in bullying and a 61% decrease in student dropout rates in schools in Uganda. She is offering training to 17 Brevard educators at no charge, training will take place January 4- February 27 on Mondays from 5-7pm and teachers can attend in person at Keiser University in Melbourne or skype in from home. (Link to newsletter:

<http://discoveryourpowerwithincoach.activehosted.com/index.php?action=social&chash=bc7316929fe1545bf0b98d114ee3ecb8.1903&s=76c0e68e27fe97cd7fa8a3fa17ff0ad5>)

Michelle Burke has been coaching young professionals to help them prepare for performance reviews. She observed that often employees do not know what is

expected of them and that creates anxiety and when employers do not pay attention to the needs of employees, this impacts employee retention. Michelle recommended evaluations should not be an annual event and that regular feedback is important.

Ann Marie Prendergast is in need of clinical sites for Brevard Nursing Academy and would like to get into Steward, Kindred and Health First. She is experiencing big growth and next year may need to triple her teaching space.

Adam Miller explained staffing needs increased over 6% last year and to keep up with the growth, they are implementing 4 “B” strategies, build, borrow, buy and bridge to increase the talent pipeline.

Sheryl Cost said she is getting more calls from Home Health agencies needing staff now that the snow birds are coming back. She assisted One Senior Place with their job and volunteer fair.

Teri Jones is coordinating a TABE Bootcamp with Brevard Adult Education for LPN training candidates.

Tonya Holder informed that Brevard Adult Ed hired two Career Navigators to meet students where they are to build a workforce ready person. This is in response to the information they receive about talent pipeline needs through the industry sector meetings.

September 24 Consortium Feedback: Committee members reviewed the feedback <http://takeaimbrevard.com/wp-content/uploads/2019/10/Consortium-feed-back.pdf>

Develop a Strategy to Bring Soft Skills Training to Healthcare Employees:

Megan Cochran proposed, in response to healthcare employers expressing continued need for soft skills in their employees. Michelle Burke believed more information is needed and wanted a better defined purpose, so it was proposed the Soft Skills committee will come up with ways to make training accessible to:

- Entry Level Employees – to promote quality patient care and workforce retention

- Supervisory Level Employees – to strengthen leadership skills in order to promote retention of subordinate workers

Michelle Burke offered to lead the Supervisory Level employee initiative. Wayne Brown shared his experience with preparing students for their internship programs and advises students to learn from both the good and bad leadership experiences they encounter. He would like to work with Michelle Burke on this initiative. Adam Miller offered that Health First already covers some of this training through their residency training programs and Richard Rossell indicated he would not be the go to person within his department. Michelle Burke recommended it would be good to ask for informational interviews to get more insight regarding what is needed and asked Megan Cochran to identify willing employers.

Teri Jones asked to participate with the entry level workers, to reconnect with a former committee member Dr. Muriel Pamphile and recommended Marty Ward may want to also participate with this group and Marty kindly agreed.

Current Resources Reviewed:

- Soft Skills Tool Box <http://takeaimbrevard.com/wp-content/uploads/2019/07/Soft-Skills-Tool-Box-July-2019-1.pdf> is a resource page with links to online resources and contact information for area training professionals.
- Fundamentals of Healthcare Competency Model – provides a framework to define and measure skill competencies necessary in the work place. <https://www.careeronestop.org/CompetencyModel/competency-models/fundamentals-of-health-care.aspx>

Next Steps:

Michelle Burke will forward the Cost of Retention article

(https://www.gallup.com/workplace/266822/engaged-employees-differently.aspx?utm_source=workplace-newsletter&utm_medium=email&utm_campaign=WorkplaceNewsletter_November_TEST-A_110519&utm_content=learnthepatternsofbehavior-TextLink-1&elqTrackId=97b6e749911746afacd443b665445891&elq=50d58afde785411eac8e969adf8f947f&elqaid=2545&elqat=1&elqCampaignId=587)

Michelle Burke and Wayne Brown will connect with Megan Cochran to work out processes for connecting to business for an informational interview.

Teri Jones will follow up with Dr. Pamphile.

Here is a link that may be helpful as we move forward

<http://takeaimbrevard.com/wp-content/uploads/2019/06/Soft-Skills-Upskilling-Infographic-i4cp-UpSkill-America-1.pdf>

SOFT SKILLS COMMITTEE ACTION PLAN

October 30, 2019

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 graduation/ completion from training/ educational program (educational partners) • 5% increase on consumer satisfaction may be another performance measure 	<ul style="list-style-type: none"> • Coordination of training among education, workforce and industry • Cost of training integration into all educational and workplace settings 	<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 http://takeaimbrevard.com/wp-content/uploads/2019/07/Soft-Skills-Tool-Box-July-2019-1.pdf site c. Register to access the Soft Skills Training through WIN Florida Ready to work www.myfloridareadytowork.com 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 and August

				<p>2018 Consortium meeting. February 2019 Creating a Culture for Recruitment and Retention presentation.</p> <ul style="list-style-type: none"> • Committee will focus on Leadership development training and entry employee training 2019/2020 <p>4. Help employers craft job descriptions that include purpose and soft skills instead of just listing tasks.</p>
			<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. IBM assessments through CSB 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 organizations to integrate employer visits to educate students/participants regarding employer behavioral-based expectations <ol style="list-style-type: none"> a. Healthcare Career Exploration Workshop b. Virtual Career Chat 4. Explore inclusion of soft skills necessary for career success in educational program

				<p>promotional materials to align with recommendation to the Consortium for employers to list soft skills as leading indicators.</p> <p>5. Consider forming a Local College Access Network for collective impact on addressing soft skill needs to students and recent grads.</p>
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