

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

December 11, 2019 9:00 – 11:00 a.m.

Attendees:

Sheryl Cost (CareerSource Brevard), Tonya Holder (Brevard Adult Ed), Marty Ward (Confidence Builds Success Training founder), Michelle Burke (Bossibly), Caroline Joseph Paul (CareerSource Brevard), Alex Johnstone (Serving Our Sisters Spiritual Food), Michelle Jones (CareerSource Brevard) and Megan Cochran (CareerSource Brevard)

Committee Partner Updates:

Tonya Holder reported the Automotive Services program will have their first graduates on December 18th. The second pre-apprenticeship class is being held at Palm Bay. Two Career Coaches teach career skills “The A Game” program and Tonya is willing to forward a copy of the curriculum. Marty Ward and Alex Johnstone expressed interest in helping teach soft skills at the Evans Center in conjunction with Adult Ed’s program (Community Room – 1361 FL Ave NE, Palm Bay).

Alex Johnstone would like to help CareerSource Brevard with interview skills in the Palm Bay Center. She would like to address skills of being on time, legible writing and written and verbal communication. Megan will put Alex in contact with the center manager for the Palm Bay career center.

Michelle Burke is working with a new client who is a Director in her new role. Was assertive in the past but has become passive because of fear of reprisal from her boss. Alex Johnstone shared 68% of nurses experience incivility in the workplace and are afraid to call EAP because this goes back to HR. Michelle indicated people can always grow and modify their behavior.

Marty Ward created a workshop for nurses to address bullying. She also shared she will be going back to Africa in March and is bringing water filters funded through donations. She is offering free teacher training on Confidence Builds Success Academy January 13- February 24th through Zoom from 6-8pm. For more information visit this site <https://confidencebuildssuccessacademy.com/courses>.

Sheryl Cost informed a recent On the Job Training participant did not make it within two weeks of starting the job because of a soft skills related issue. The employer provided feedback and Sheryl will address it with the participant. Caroline Joseph Paul asked if the participant had gone through the Soft Skills training but it was unknown at the time.

Skill Building Focus Should Strengthen Industry Identified Skills:

Various sources were used to identify the soft skills needed in the industry. The Fundamentals of Healthcare Competency Model (<https://www.careeronestop.org/CompetencyModel/competency-models/fundamentals-of-health-care.aspx>) was reviewed and it was a good resource for identifying foundational soft skills. The model referred to ONET Online for specific occupational skill identification, which would be helpful to identify the skills and abilities needed in management level occupations. Here are some examples of leadership occupations listed from ONET <https://www.onetonline.org/link/summary/11-9151.00>, <https://www.onetonline.org/link/summary/11-3121.00>, <https://www.onetonline.org/link/summary/39-1021.00>

The committee members also reviewed the results from a survey conducted in the healthcare industry regarding behavioral expectations (<http://takeaimbrevard.com/wp-content/uploads/2017/07/Behavioral-Based-Expectations-Survey-080217.pdf>) and the Florida Skills Gap Job and Vacancy data (http://lmsresources.labormarketinfo.com/skills_gap/index.html) and believed they were good resources.

Create a Strategy to Strengthen Healthcare Employee Soft Skills Competencies:

Michelle Burke will be spearheading our efforts to strengthen leadership skills that promote workforce retention by conducting a Talent Management Workshop for the Brevard Healthcare Workforce Consortium (BHCWC). The committee reviewed past presentations presented to the BHCWC to insure there would not be duplication of information. Michelle then reviewed her proposal with the committee (<http://takeaimbrevard.com/wp-content/uploads/2019/12/Ahhh...HEAR-Talent-Management-Systems-Summary-Talk.pdf> and <http://takeaimbrevard.com/wp->

<content/uploads/2019/12/Ah...HEAR-Talent-Management-Retention-Program-Description-002.pdf>).

- The event date is February 6, 2019 from 8:30am to 12:00pm and that will be our next Soft Skills meeting date
- Registration will take place from 8am-8:30am and continental style refreshments, water and coffee will be provided
- We will ask Soft Skills Committee members if they would like to volunteer to assist with the workshop

SOFT SKILLS COMMITTEE ACTION PLAN

December 11, 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 d. Conduct a talent management workshop to promote workforce retention 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

				<p>employers who hire credentialed individuals.</p> <p>b. Job vacancy and skills gap survey link: http://lmsresources.labormarketinfo.com/skills_gap/index.html</p> <p>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.</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 	<p>1. Highlight the importance of soft skills required for occupational success.</p> <p>2. Challenge Identified: Assessing career-seekers' soft skills to evaluate suitability for healthcare employment</p> <ol style="list-style-type: none"> a. IBM assessments through CSB b. Use behavioral based questions in job interviews. <p>3. Recommendation to the Brevard Healthcare Workforce Consortium on April 25, 2017 that member healthcare employers partner with member educational institutions, CareerSource Brevard and</p>

				<p>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> <p>5. Consider forming a Local College Access Network for collective impact on addressing soft skill needs to students and recent grads.</p>
--	--	--	--	--