

FLORIDA  
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POLL

Is this your first time learning about  
Florida Ready to Work?

Are SOFT SKILLS  
required at your company?

# Foundational employability and soft skills



# | The Research

**63 percent of applicants** believe they are 'very' prepared.

**Employers disagree.**

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

# | Soft Skills

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.

# | Soft Skills

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.

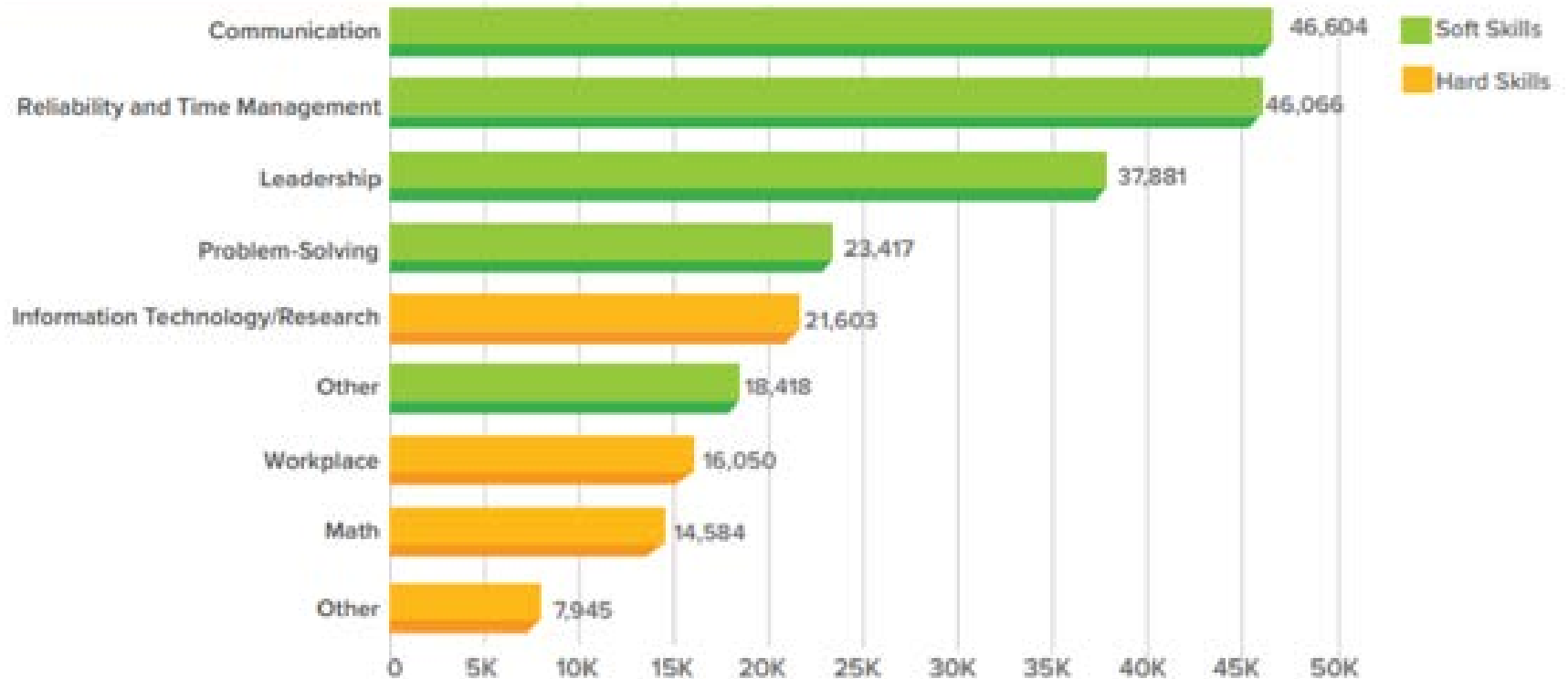
# | The Research

**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



# | **Soft Skills**

**Employer-education mismatch –**

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

**Only 11 percent of business leaders agree.**

# Research Consensus

- Soft skills are 'hard' to define, teach and measure
- Soft skills are the essential foundation for most jobs across industries
- Soft skills are lacking / in-demand for most jobs across industries
- Employers most often hire for 'hard skills' (technical / experience) and fire for lack of 'soft skills'
- Disconnect between employers and graduates / educators in the understanding and importance of soft skills

# New COVID-19 Challenges

- Experts predict some jobs will disappear and many others will change
- Estimated 1+ million unemployed in Florida – many will require re-training to return to work
- These emerging demands on our employment system and social distancing now the 'new normal' mean virtual learning solutions that effectively engage and educate will be more important than ever before

# The Remedy

## Florida Ready to Work

State-sponsored online career readiness assessment, training and credentialing solution to equip Florida job seekers / employees with essential employability and soft skills and to take the next step toward technical training / certification, apprenticeship, and employment / promotion across industry sectors.

# Overview

- Employer-driven, workforce development solution. Focus on foundational employability and soft skills
- ‘Pathway solution’ implemented by state colleges, workforce system, adult education, high schools, technical centers, corrections, juvenile justice and employers
- State funded, no direct cost to implementation partners or jobseekers / incumbent workers
- Sponsored by Florida Department of Economic Opportunity and managed by WIN Learning, a national career readiness company

# Curriculum

- **Soft Skills Courseware**

Career contextualized, self-paced with embedded video scenarios, learner benchmark concept understanding and application

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

# Soft Skills Training-Overview

- Pretest consist of 10 questions to gage skill level of participant
- Course content- scenarios, demonstrations, check your knowledge questions, self assessments
- Post test with 10 questions to determine the mastery of skills on the module
- The training is self-pace



# Soft Skills Training – Overview

## Florida Soft Skills Training

### Communicating Effectively

Pretest

Course

Posttest

### Conveying Professionalism

Pretest

Course

Posttest

### Promoting Teamwork and Collaboration

Pretest

Course

Posttest

### Thinking Critically and Solving Problems

Pretest

Course

Posttest

# Soft Skills Courseware

The screenshot shows a web-based courseware interface. At the top left, there is a small '>>' icon and the text 'powered by win'. On the top right, there are two buttons: 'MENU' and 'EXIT'. Below this is a dark blue header bar with a circular logo containing the letters 'CE' and the title 'Communicating Effectively' in white. Underneath the title, it says 'Learning Objectives'. The main content area has a sub-header 'Learning Objectives' followed by the text 'By the end of the course you should be able to:'. Below this is a bulleted list of five learning objectives. At the bottom of the interface, there are four buttons: 'REPLAY' (with a circular arrow icon), 'AUDIO' (with a speaker icon), 'BACK', and 'NEXT'. In the bottom left corner, it says 'Page 2 of 107'.

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MENU EXIT

## CE Communicating Effectively

Learning Objectives

### Learning Objectives

By the end of the course you should be able to:

- Identify ways to improve communication and listening skills to help ensure a productive work environment.
- Explain the importance of spoken communication to improving understanding.
- Assess the use of appropriate communication including email etiquette, texting, cell phone use, and social networking.
- Describe how to resolve conflict in the workplace.
- Discuss how effective communication affects an organization.

REPLAY AUDIO BACK NEXT

Page 2 of 107

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MENU EXIT

## CP Conveying Professionalism

### Check Your Knowledge

Read the following possible courses of action and decide which is the **BEST** way to handle the situation and which is the **WORST** way to handle the situation.

1. Criticize your co-worker for being late in front of the other employees.
2. Postpone the meeting and talk to your co-worker about her punctuality.
3. Delay the meeting so your co-worker has time to set up the technology.
4. Start the meeting on time while your co-worker sets up the technology.

Which is the **BEST** way to handle this situation?

Option 1

Option 2

Option 3

Option 4

Which is the **WORST** way to handle this situation?

Option 1

Option 2

Option 3

Option 4

Question 2 of 11

SUBMIT

REPLAY AUDIO BACK NEXT

# Curriculum

- **Ready to Work Courseware**

Career contextualized, self-paced with embedded placement tests to pinpoint and embedded learner interactions and posttests to benchmark learning gains

- ❖ **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)

# Florida Soft Skills Credential

- **Soft Skills Assessment**

- ❖ Aligned to curriculum – content mastery, not test prep
- ❖ Academic and employer subject matter expert developed and validated
- ❖ Research based, criterion referenced, career contextualized
- ❖ Measures ability to apply skills
- ❖ Multiple choice ‘BEST’ and ‘WORST’ response to situation, 60 minutes
- ❖ Scored Passed or Not Passed

- **Results = Florida Soft Skills Credential**

- ❖ State sponsored, signed by Governor
- ❖ One level

# Florida Soft Skills Credential



## 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.

1.888.717.9461 Option 3 | [customerservice@floridareadytowork.com](mailto:customerservice@floridareadytowork.com) | [floridareadytowork.com](http://floridareadytowork.com)

# Florida Ready to Work Credential

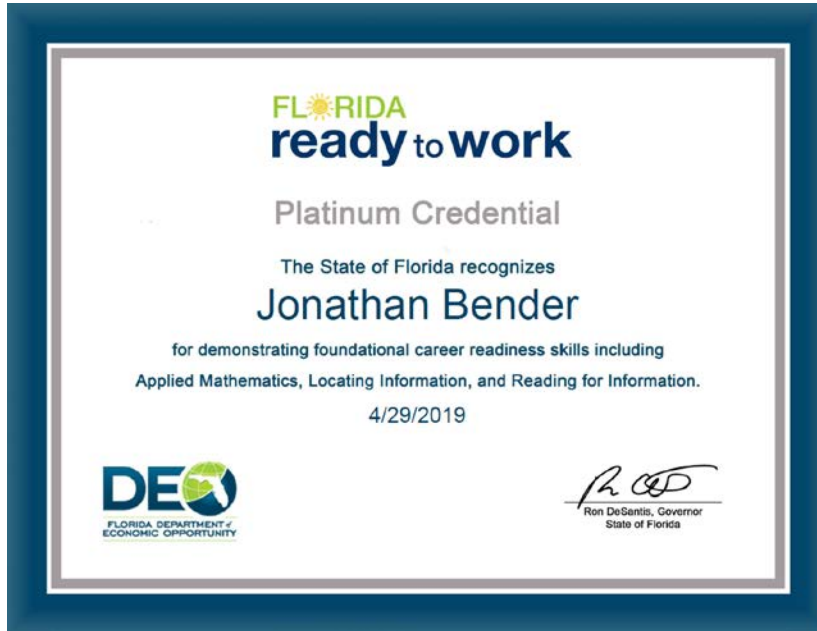
- **Ready to Work Assessments**

- ❖ Aligned to curriculum – content mastery, not test prep
- ❖ Academic / employer subject matter expert developed and validated
- ❖ Research based, criterion referenced, career contextualized, apply skills
- ❖ Multiple choice, 55 minutes per assessment, three assessments AM / RI / LI
- ❖ Level Scores 3-7, Level 3 = minimum level of career readiness

- **Results = Florida Ready to Work Credential**

- ❖ State sponsored, signed by Governor
- ❖ Four levels
  - Platinum – Minimum score of 6, ready for 95% of jobs
  - Gold – Minimum score of 5, ready for 90% of jobs
  - Silver – Minimum score of 4, ready for 60% of jobs
  - Bronze – Minimum score of 3, ready for 30% of jobs

# Florida Ready to Work Credentials



## Platinum 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 **Platinum** Credential has demonstrated mastery of the skills required by 99% of jobs today leading up to and including:

### Applied Mathematics Skills for Level 7

- Solve problems that include nonlinear functions and/or that involve more than one unknown
- Find mistakes in Level 6 items
- Convert between systems of measurement that involve fractions, mixed numbers, decimals, and/or percentages
- Calculate multiple areas and volumes of spheres, cylinders, or cones
- Set up and manipulate complex ratios or proportions
- Find the best deal when there are several choices
- Apply basic statistical concepts

### Locating Information Skills for Level 6

- Draw conclusions based on one complicated graphic or several related graphics
- Apply information from one or more complicated graphics to specific situations
- Use the information to make decisions

### Reading for Information Skills for Level 7

- Figure out the definitions of difficult, uncommon words based on how they are used
- Figure out the meaning of jargon or technical terms based on how they are used
- Figure out the general principles behind the policies and apply them to situations that are quite different from any 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:

<b>PLATINUM</b>	Minimum score of 6 on all three qualifying assessments. Indicates readiness for 99% of jobs.
<b>GOLD</b>	Minimum score of 5 on all three qualifying assessments. Indicates readiness for 90% of jobs.
<b>SILVER</b>	Minimum score of 4 on all three qualifying assessments. Indicates readiness for 80% of jobs.
<b>BRONZE</b>	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.

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# Results

- **1 Million+ Courseware Hours** with the lowest skilled making the most significant gains and spot-on correlation between courseware use and
- **290,000 + Credentials Earned** with Credential earners outperforming those without the Credential in both job placement and earnings by as
- **Double-digit reductions in employer hiring and training time**

# GO LIVE TO SYSTEM

## FLORIDA **ready to work**



# Next Steps

- **Brainstorm** – how can you use Florida Ready to Work ?
  - Partner with CareerSource Brevard to provide applicant pre-screening assessment
  - Conduct inhouse / virtual assessments if capable
  - Foundational skill training / remediation solution for incumbent employee promotion or professional development
  - Spark employee confidence with access to system on personal time
- **Contact us to get started** – fully-funded, professional development including implementation planning, training, progress monitoring, coaching, and reporting / evaluation

More Information



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