

# Recommendations from the Soft Skills Committee to the Brevard Healthcare Workforce Consortium

April 25, 2017

## Issue: Increase interpersonal skills/work readiness skills in the current and future workforce

**Challenge Identified:** Assessing career-seekers' soft skills to evaluate suitability for healthcare employment

**Strategy:** Better communication of soft skill requirements for employment

### Recommendation #1:

*The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium that member healthcare employers provide examples of Homemaker Companion, Home Health Aide and Certified Nursing Assistant behavioral-based expectations and interview questions to facilitate a greater understanding for educational and workforce professionals of the behavioral-based qualities desired in employees.*

**Challenge Identified:** Lack of desired soft skills in current workforce.

**Strategy:** Highlight the importance of soft skills required for occupational success.

### Recommendation #2:

*The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium that member healthcare employers list desired soft skills as leading indicators on Homemaker Companion, Home Health Aide and Certified Nursing Assistant position descriptions and vacancy announcements.*

**Challenge Identified:** Developing soft skills in the future talent pool.

**Strategy:** Highlight the importance of soft skills required for occupational success.

### Recommendation #3:

*The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium 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.*

1. **Add interview help and timeline**

Consortium Feedback - Regarding the Soft Skills Committee's work:

1. Are you comfortable with implementing the recommendations from this Committee? **Yes**
2. Are you comfortable with implementing the recommendations from this Committee? **All Approve**
3. Regarding the Soft Skills Committee's work:

Are you comfortable with implementing the recommendations from this Committee?

**Approved**

- a. Why or why not? **Add interview help and timeline**

4. Are you comfortable with implementing the recommendations from this Committee?

**All approve**

Why or why not?

**List skills need but not a laundry list**

**Promote the hiring of smiles or attitudes rather than listing specific skills**

**Convey culture**

\*Blue denotes that this information has been copied underneath the question to which it refers.