

Small Group Discussion Responses for the Soft Skills Committee

Brevard Healthcare Workforce Consortium
April 25, 2017

Group 1

Regarding the Soft Skills Committee's work:

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

Yes

- a. Why or why not?

Comments: Soft skills as important as Tech Skills (especially in elderly care). HHA requires maturity because staff are working on their own. /clear expectations should be expressed to candidates along with information on how employment can be a stepping stone, mentality needed and purpose of the position. Focus on customer satisfaction for client, employee and family.

2. What strategies can you think of that would increase the interpersonal skills/work readiness skills in the current and future workforce?

New Hire Orientation and Onboarding

Demonstration of soft skills

Quarterly Training: Checklist of Soft Skills

Pre-employment training by employers

On-Site visits with businesses

Being Proactive by making sure people understand expectations

Group 2

Regarding the Soft Skills Committee's work:

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

Approve

- a. Why or why not?

2. What strategies can you think of that would increase the interpersonal skills/work readiness skills in the current and future workforce?

Presentation practice

Phone etiquette

Better feedback from previous employers before hiring – Company policy or legislation?

Personal Etiquette, communicated to candidates

Group 3

Regarding the Soft Skills Committee's work:

Are you comfortable with implementing the recommendations from this Committee?

Approved

b. Why or why not? Add interview help and timeline

1. What strategies can you think of that would increase the interpersonal skills/work readiness skills in the current and future workforce?

Educational / soft skills pathways (Elementary through High School)

All occupations require the same soft skills

Communications by occupation

Writing skills

What other critical issues need to be addressed in the near future?

Video – "Day in the life"

Simulation – Video/Audio

Pull instructors from other states/areas

Group 4

Regarding the Soft Skills Committee's work:

1. 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

2. What strategies can you think of that would increase the interpersonal skills/work readiness skills in the current and future workforce?

Identify when and where these should / will be taught

Create a joint effort: educational, personal and employment

Develop a workforce skills workshop

Help students think past today, into the future

Start at a younger age