



**Transform Their Career with Soft Skills:
Essential training for job seeker success!**

April 2025

Agenda

- Introductions - Meet the Florida Ready to Work Team
- Overview of Florida Ready to Work
- Explaining Why
- Best Practices
- Promoting Florida Ready to Work Soft Skills to Employers
- Questions / Answers with Customer Success Team

Overview

- State-sponsored **career readiness training** and **credentialing solution**
- Research-based **digital skills, soft skills, and academic employability skills** that underpin all career pathways
- Delivered in partnership with high schools, adult education programs, technical schools, state colleges, apprenticeship programs, **workforce boards**, juvenile justice, corrections, employers, and other workforce education partners
- State funded – **FREE** for all implementation partners and students
- Administered by the Florida Department of Commerce
- Managed by WIN Learning, national career readiness solution company

Florida Ready to Work Program

- **Online Training**
 - Career contextualized content; self-paced, self-directed
 - Available 24 / 7 with internet access; mobile friendly
 - Training is available in English & Spanish with audio accessibility
- **Proctored Assessment – In-person or virtual available**
 - 1-hour online assessment / scores populate in real time
 - Extended time available (up to 3 hours)
 - ASL and Speech Stream Accommodations available
 - Assessments can be retaken – No limit
 - Offered in English only

Three stackable work readiness solutions:

Digital Skills

5 Modules: Computer Operations, Internet Browsing, Digital Communication, Digital Documents, Digital Security

Soft Skills

4 Modules: Communicating Effectively, Professionalism, Teamwork, Problem Solving

Academic Employability Skills

3 Modules: Math, Reading, Data Literacy



Explaining Why: Florida Ready to Work Soft Skills

Benefits for Participants

- Obtain nationally recognized, state-endorsed credentials.
- Develop effective communication skills for both face-to-face and digital interactions.
- Cultivate professionalism and critical thinking abilities.
- Learn to navigate the internet responsibly in a professional environment.
- Ensure the security of workplace devices.

What to Say When a Job Seeker Asks Why?

Sample Script:

Employers want to hire individuals that have qualities that make them great workers. That's not always just the special skill for the work, but someone to join their workplace community.

Nearly 90% of Florida's workforce leaders struggle to find people with the right skills, like being on time, taking responsibility, and having good math and reading abilities.

Imagine working at a construction company and impressing your boss by finishing projects on time, or at a restaurant where you quickly calculate bills and read orders correctly. Plus, having a positive attitude leads to awesome performance! The Florida Ready to Work career readiness solution helps you build these important skills. By taking this training, you can show you're ready to find your place then show up, step up, succeed, and advance in your job.

Why Florida Ready to Work?

Nearly 90% of Florida's workforce leaders have said they have struggled to find qualified talent. More frequently than not, business leaders noted a

"lack of basic employability skills – punctuality, accountability, numeracy, and literacy – among the current talent pool."

Florida Chamber of Commerce, 2024

What makes a great employee?

Employers Expectations

- ✓ Employers want to see personal attributes that enhance your effectiveness as an employee.
- ✓ Many believe a positive attitude is more important than knowledge alone.
- ✓ Positive attitude = great performance.
- ✓ To excel and be considered for leadership, show you're ready!



Top Skills Employers Look For

Verbal/Written Communication:

Express ideas positively, clearly, and confidently.

Initiative:

Be proactive and show leadership.

Teamwork:

Work well with others in groups.

Determination:

Focus on completing tasks.

Flexibility:

Adapt to changes.

Time Management:

Manage time effectively and meet deadlines.

Punctuality:

Be on time.

Independence:

Take responsibility and work alone.

Integrity:

Know right from wrong and follow standards.

Confidence:

Trust your abilities and maintain a positive attitude.

Problem Solving:

Think critically.

Nagle, Richard. (2017 January). Hiring, retention and training: Employers' perspectives on trade and soft skills Foundational Skills*

Best Practices: Florida Ready to Work Soft Skills

SNAP / WT :

When to Assign Soft Skills

Participant needs Job Search / Job Readiness activities:

- Soft Skills Training can count for 4 – 8 hours
- Soft Skills Assessment can count for 1 hour

Barriers to employment include:

- Has had trouble keeping a job
- Trouble communicating verbally / written
- Returning to the community

Other reasons to assign Soft Skills:

- Preparing for on-the-job work experience; apprenticeship
- Looking for career pivot

The screenshot shows a web-based pretest interface for a module titled 'Communicating Effectively'. At the top, there are tabs for 'INSTRUCTIONS' and 'LANGUAGE'. Below the title bar, a speech bubble icon is labeled 'Pretest'. The main text describes a scenario: 'Donna is having a conversation with Michael about a new vacation policy at work. Donna strongly disagrees with most of Michael's opinions.' It then asks the user to identify the 'BEST' and 'WORST' ways to handle the situation. A list of four options is provided: 1. Donna should interrupt Michael often and forcefully present her own point of view. 2. Donna should listen quietly without responding to avoid starting an argument. 3. Donna should pay careful attention to Michael and then ask a follow up question. 4. Donna should make mental notes of how she will disagree when Michael stops talking. Below the options, there are two columns of checkboxes for selecting the 'BEST' and 'WORST' ways to handle the situation. A 'Submit' button is located at the bottom right, along with a 'Question 3 of 20' indicator and a speaker icon.

Communicating Effectively
Pretest

Donna is having a conversation with Michael about a new vacation policy at work. Donna strongly disagrees with most of Michael's opinions.

Which is the **BEST** way for Donna to handle the situation and which is the **WORST** way for Donna to handle the situation?

1. Donna should interrupt Michael often and forcefully present her own point of view.
2. Donna should listen quietly without responding to avoid starting an argument.
3. Donna should pay careful attention to Michael and then ask a follow up question.
4. Donna should make mental notes of how she will disagree when Michael stops talking.

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

☐ Option 1 ☐ Option 1
☐ Option 2 ☐ Option 2
☐ Option 3 ☐ Option 3
☐ Option 4 ☐ Option 4

Submit

Question 3 of 20

Soft Skills Training can also count for 'Core' hours in WT Work Verification Plans.

SNAP / WT:

Soft Skills Training

Objective: Pass the corresponding post-test for all four curriculum modules before taking the proctored assessment required to earn the credential.

Training time is dependent on job seeker's education level:

- 4 +/- hour for job seekers with post-secondary education
- 4-8 +/- hours for job seekers with a high school diploma or higher or enrolled in GED
- Potentially more for job seekers without a high school diploma / low reading level
- All the curriculum is available in Spanish, though job seekers must take the proctored assessment in English to earn the credential
- 1 +/- hour of testing = 1 proctored assessment required to earn the Florida Ready to Work Soft Skills Credential



Summer Youth Employment Program: When to Assign Soft Skills

- Prior to meeting employers, make earning the Florida Ready to Work Soft Skills Credential a prerequisite for Work Based Learning / Applying for Apprenticeships.
- Summer Youth Employment Program Introduction Meetings – Assign Soft Skills Training.
- Tell YOUR Business Community your using Florida Ready to Work Soft Skills solution so they're more encouraged to take a chance on youth participants.

Weave it into your workshops!

Skill: Job Searching / Networking

FRTW Module: Conveying Professionalism

Hook: Where & how do I look for a job? (10 mins)

- Instruct your students to the Employ Florida website
- Share the search engine options – how to search
- Have each participant find a job listing in their current field of interest
- Evaluate the job posting
 - What qualifications does it list? How many of those are personality traits vs knowledge base?

Activity 2: How motivated am I? self-assessment (3 mins) can be found on page 3 of the offline facilitator guide.

Debrief: Motivation Levels (5 mins)

- Use the prompts from the facilitator guide to create discussion
 - “Knowing that you’ve done your job to your own personal level of satisfaction is a reward. When you don’t have the added support and praise of others, stay focused on that fact and don’t be tempted to lower your performance or work ethic standards.” What are some ways you celebrate yourself and your accomplishments?

Weave it into your workshops!

Skill: Giving or receiving feedback / post interview follow ups?

FRTW Module: Communicating Effectively

Hook: What am I trying to communicate? (5 mins)

- Am I trying to inform someone, persuade someone, or connect with someone?
- Speaking adds meaning through tone and body language, making face-to-face communication ideal for complex or sensitive information. This method allows for immediate feedback and clarification, ensuring the message is understood as intended. For project updates or policy changes, email is preferred because it allows detailed explanations, provides a written record, and can be read at any convenient time, accommodating different schedules.”

Activity 2: Strategic Communication Self-Assessment - page 7 (2 mins)

Debrief: The more strategic you are with your communication, the more likely it is that the messages they send will be understood and well-received. **(5 mins)**

- What is an area you need to improve?
- In small groups, discuss possible strategies for improvement & write down one action step they’re going to take to improve their communication.

Weave it into your workshops!

Skill: Job Searching / Networking

FRTW Module: Thinking Critically & Solving Problems

Hook: Making Good Decisions (2 mins)

- Making a good decision is a conscious choice and requires a disciplined thought process. The steps in the process include: 1. 2. 3. 4. 5. Identifying the problem. Collecting information. Listing possible actions. Analyzing the actions. Choosing a solution and acting.

Activity 1: Inductive and Deductive Reasoning (10 mins)

- Read the statements on page 7 of the facilitator guide as a group.
- Determine whether each one is an example of inductive reasoning or deductive reasoning.

Debrief: (5 mins)

- When you need to make a tough decision, how do you make sure you're thinking about all the possible reasons and different solutions?
 - Can you share a time when this helped you make a good choice?
- What do you do to gather and look at information to help you decide? Think about a time when careful thinking helped you notice something important.

Portal Resources

Links can be found from header – under RESOURCES

The screenshot shows the top navigation bar with the 'win careerreadinesssystem' logo on the left and a menu on the right containing 'Home', 'Dashboard', 'Reports', 'Resources', 'Products', and 'Admin'. A dropdown menu for 'Resources' is open, showing 'WIN Resources Center', 'O*NET Job Zones', and 'Soft Skills – Training Offline Materials'. Below the navigation bar is a teal banner with the text 'Welcome back, Trainer! Florida Ready to Work, Facilitator'. The main content area has a 'Home' section with a sub-header 'Use the menu to navigate to the Dashboard, Reports, Products, Administration and Resource pages.' and three columns of links: 'QUICK START LINKS' (Getting Started Video - Learner/Admin, Quick Start Guide - Learner/Admin), 'PRODUCT UPDATES' (Product Announcements, Get product updates and announcements delivered to your email: 1. Go to your User Profile, 2. Enter your email address, 3. Click "Send Verification Email", 4. Check your email and follow the instructions to complete the verification process.), and 'RESOURCE LINKS' (Training Handbook, How-to Videos, Batch Enrolling, Understanding Reports, Technical Specifications).

WIN careerreadinesssystem

Home Dashboard Reports Resources Products Admin

WIN Resources Center
O*NET Job Zones
Soft Skills – Training Offline Materials

Welcome back, Trainer!
Florida Ready to Work, Facilitator

Home
Use the menu to navigate to the Dashboard, Reports, Products, Administration and Resource pages.

QUICK START LINKS

- Getting Started Video - Learner
- Getting Started Video - Admin
- Quick Start Guide - Learner
- Quick Start Guide - Admin

PRODUCT UPDATES

Click the bell in the upper right corner of the menu header to find updates and announcements.

Product Announcements

Get product updates and announcements delivered to your email:

- Go to your User Profile
- Enter your email address
- Click "Send Verification Email"
- Check your email and follow the instructions to complete the verification process.


RESOURCE LINKS

- Training Handbook
- How-to Videos
- Batch Enrolling
- Understanding Reports
- Technical Specifications

- Offline Materials – Facilitator Guides & Learner Activities
- Career Exploration on O*NET

Who is doing it?

CareerSource Central Florida



The screenshot shows a LinkedIn interface. At the top is the navigation bar with icons for Home, My Network, Jobs, Messaging, Notifications, Me, For Business, and Try Premium for \$0. Below the navigation bar is a search bar and a 'Post impressions' section. The main content area features a large photo of a diverse group of people, mostly women, standing and kneeling in a room, each holding a framed certificate. The certificates have the 'FLORIDA ready to work' logo. To the right of the photo is a post from 'CareerSource Central Florida' with 10,909 followers. The post text reads: 'Celebrating Individuals Making Progress through Adaptation in Career & Culture'. It describes IMPACCT graduates who are rebuilding their futures in Florida. The post also mentions that students received their 'Florida Ready to Work' certifications and are testing for Paraprofessional certifications, with a next step of a 4-week paid internship with Osceola County School District. The post has 32 reactions, 1 comment, and 2 reposts. At the bottom of the post is a comment box with the text 'Comment as Florida Ready to Work...' and icons for emojis and images.

CareerSource Central Florida
10,909 followers
1w • Edited •

♥ Celebrating Individuals Making Progress through Adaptation in Career & Culture ♥

Our IMPACCT graduates were dentists, nurses, lawyers, industrial engineers, educators, and police officers in their home countries—now courageously rebuilding their futures here. 🙌

Students received their [Florida Ready to Work](#) certifications and are testing for their Paraprofessional certifications. Next stop? A 4-week paid internship with [Osceola County School District](#) to set them up for success in new careers.

Thank you to Osceola County School District ...more

👍❤️🔥 32 1 comment · 2 reposts

Like Comment Repost

Comment as Florida Ready to Work...

Most relevant ▾

Promoting Soft Skills to Employers

Benefits for Employers

- Better prepared employees
 - Improve communication and listening skills
 - More dependable and motivated to work
 - Time Management/Punctuality- prioritize responsibilities
 - Demonstrate strong leadership skills
 - Basic computer operational knowledge
- Reduced training time on-site
 - Interns are more confident in their abilities to perform the job
 - Willingness to ask questions in order to understand the task
- Less negative interactions / coaching moments
 - Positive attitude = great performance

Business Services / Business Community Outreach Ideas

- Use trainings for RTI hours with apprenticeships and pre-apprenticeships
- Preferred hirings with Florida Ready to Work Credential
- Use as a diagnostic tool to evaluate job seeker readiness for various positions; enhance soft skills
- Communicate with Employers that your job seekers are 'career ready' with Florida Ready to Work Credential
- New Employee Training

**Ask For The
Florida Ready to Work Credential!**

Apprenticeship Advantage

- **Free** training that can be used for **related technical instruction hours**
- Tool to evaluate jobseeker readiness for apprenticeship
- Foundational skill training / remediation for those who are rusty or not ready for apprenticeship curriculum
- Maximize apprenticeship completion and return on investment
- Underlying skills aligned to U.S. Department of Labor O*NET Job Zones Framework / career pathways
- **For the Apprentice:** Employer valued credential, giving jobseekers a competitive advantage when applying for work and reducing employer hiring / training costs

Communicate to Business Community

- Let Employers know you've heard them!
- Info in your newsletters and on your websites
- Invite your Florida Ready to Work Team to your Business and Education Councils
- Highlight your Credential Earners on social media

Florida Ready to Work Program Offers Employability Skills Training and Certifications to Help Career Seekers Stand Out to Employers

Best of All, It's Free to Use!

GADSDEN, LEON, & WAKULLA COUNTIES, Fla. – The Florida Ready to Work program is a valuable initiative that provides Floridians with the essential employability skills employers seek.

In collaboration with the CareerSource Florida network, including CareerSource Capital Region, the Florida Ready to Work program offers comprehensive training opportunities to help individuals prepare to take the next step toward employment, technical training/certification, apprenticeships, and more!

Florida Ready to Work provides comprehensive employability skills training through an online platform accessible from any computer or tablet, anytime, anywhere. The training is self-directed and self-paced, catering to the needs of diverse learners. CareerSource Capital Region can help anyone in the capital area sign up. It's free to you!

Key Benefits of Florida Ready to Work



- **Comprehensive Career Readiness Tools:** Provides a wide range of tools to prepare individuals for the workforce, accessible courseware in Spanish as well as speech stream and ASL.
- **Staff Training:** Personal Customer Success Manager that ensures that your team is well-prepared to deliver the curriculum and assessments effectively. Offline materials curated along with the curriculum to aid facilitation of soft skills and digital skills courseware.
- **Implementation Planning:** Network of community partners and Customer Success Manager to offer support in planning the implementation of the career readiness solution into your program.
- **Data Driven Reports :** Our system provides access to reports that help understand learners' mastery of skills. These reports include summaries, individual progress, and class/cohort performance.
- **Technical Support:** Exceptional technical support team, real people (no bots) that are able to provide ongoing technical support to ensure smooth operation.

CareerSource Florida Network – Reminders

- Customer Service Team – 888-717-9461, Option 3
- CareerSource Florida Monthly Introduction / Training Webinar
 - Last Wednesday of the month; April 30, 2025 at 11 a.m.
- Next CareerSource Florida Network Webinar –
 - Are Your Students Ready for Summer? Building Blocks to a Great Summer Youth Participant
Wednesday, May 21, 2025 – 11 a.m.
 - Visit www.FloridaReadytoWork.com/Events



Florida Ready to Work
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