

WORKFORCE WEDNESDAYS

Bringing Workforce Information to your Inbox Since 2018!

July 24, 2024



Last Issue: Goodbye Everyone and Thank You!

IN THIS ISSUE:

SAYING GOODBYE!

PAGE 1

**LABOR MARKET COOLDOWN
HITTING GRADS HARD**

PAGE 1

**GRANITE PARTNERS
ANNOUNCEMENT**

PAGE 4

NEWS FROM THE AHECS

PAGE 5

**WORKFORCE DEVELOPMENT
OPPORTUNITIES**

PAGE 6

HEALTHFORCE NH UPDATES

PAGE 9

DEI INITIATIVE

PAGE 9

PROF. DEVELOPMENT

PAGE 10

TRAININGS LIST

PAGE 12

MANAGEMENT CORNER

PAGE 17

Hello friends,

As you have heard by now, Network4Health is finally reaching the end of its 8-year journey. Our finances are being spent down and we have decided on an end date for our operations:

JULY 26th, 2024.

This is the last issue of Workforce Wednesday (maybe a collector's item some day!). I have been doing this newsletter faithfully every other week since 2018 and have published over 160 of them. Many of you have told me that you look forward to the issues when they come out and that couldn't have made me happier. It was no small task keeping track of trainings, articles and other items I hoped you would find useful, but I looked forward to putting each one together. I want to say a sincere 'thank you' to everyone who has been reading Workforce Wednesday all of these years and making this such a fantastic experience.

READ THE NETWORK4HEALTH FINAL REPORT ON OUR WEBSITE!

This final report captures all the work we have done since 2022 and highlights what we've accomplished to develop the workforce of this region. [Check out our website](#) to see it.

THE LABOR MARKET COOLDOWN IS HITTING NEW COLLEGE GRADUATES HARD

From: "Degree? Yes. Job? Maybe not yet. The labor market's cooldown is hitting new college graduates hard, four years after the pandemic derailed their schooling." By Abha Bhattarai for The Washington Post; June 16, 2024; [Click here for story.](#)

Millions of new college graduates are entering the workforce just as entry-level job prospects are fizzling.



About Network4Health:

Network4Health is a workforce intermediary that acts as a neutral convener and funder of various workforce development programs.

Our network consists of 40 healthcare, behavioral health, and human services employers operating in 18 cities and towns around the greater Manchester, Salem, and Derry areas.

Our vision is to:

- Build the pipeline of workers into roles of critical need across our region
- Increase competence and confidence of the workforce through professional development so that our partners can provide the highest quality, compassionate, and culturally competent care
- Invest in training and education opportunities to promote career advancement
- Promote retention strategies as a key part of growing the healthcare, behavioral health, and human services workforce in our region

Activities We Support:

- Training and professional development
- Building career pathways
- Supporting educational pathways
- Continuing work around diversity, equity, and inclusion as well as mental health awareness
- Maintaining the interconnectedness of our network

Despite the strong labor market, it's becoming tougher for newcomers to break in. Hiring is slowing, especially for recent graduates, with coveted white-collar employers pulling back on new postings. Just 13 percent of entry-level job seekers found work in the past six months, down from a 2022 peak of 20 percent, according to a Goldman Sachs analysis of Commerce Department data.

"The class of 2024 may need to buckle in for a bit of a rough ride this summer," said Becky Frankiewicz, North America president at staffing firm ManpowerGroup. "People aren't leaving their jobs, employers aren't laying off. Everyone is staying put — and that's bad news if you're trying to get a foot in the door."

Although the odds of finding a job have improved from pre-pandemic levels for many workers, that's not the case for new entrants. After a recent hiring spree, many employers are scaling back on job openings. Even when they do hire, they're increasingly looking for experienced workers who can "be immediately productive," Frankiewicz said.

As a result, the U.S. unemployment rate for 20- to 24-year-olds has climbed sharply in the past year, from 6.3 percent to 7.9 percent as of May — the largest annual increase in 14 years, excluding the early shock of the pandemic.

Entry-level workers are having a harder time finding work

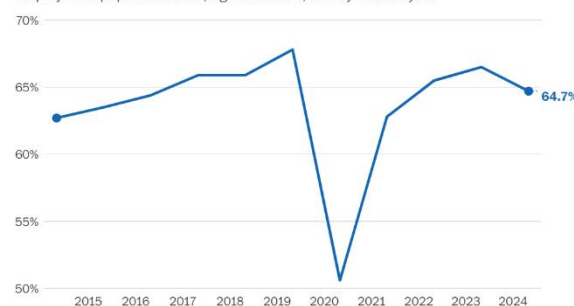
Job-finding rate for people who were unemployed in the prior month



Six-month averages. Dashed lines show 2019 levels.
Source: Goldman Sachs analysis of Commerce Department data

The share of young adults with jobs is falling

Employment-population ratio, ages 20 to 24, in May of each year



Source: U.S. Bureau of Labor Statistics
ABHA BHATTARAI / THE WASHINGTON POST

resumes than their predecessors.

Donald Larvadain graduated from Nicholls State University in Thibodaux, La., last month with a degree in health sciences. But the 22-year-old has yet to find a job, in part, he says, because of covid-related disruptions.

Most of Larvadain's classes were virtual for the first two years of college, as were professors' office hours. Even his internships, at Howard and Stanford universities, were remote, making it difficult to forge lasting relationships.

"My mentors will say, 'It's all about connections, it's about who you know,'" he said. "And I'm just sitting there thinking, yikes. I did not get the full college experience."

Now he and his classmates are looking for work just as the labor market begins gradually cooling. Overall, job openings are down nearly 20 percent in the past year, and hiring in

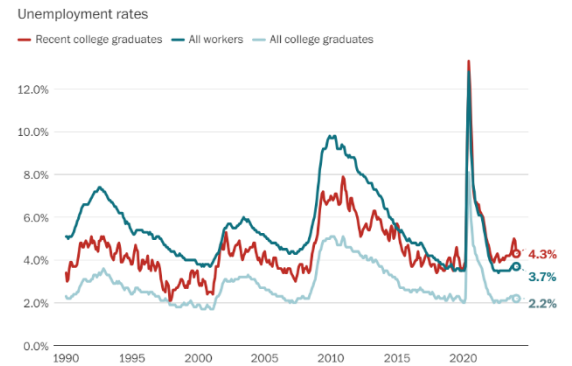
That setback is just the latest hitch for the 2 million people projected to get bachelor's degrees this year. Many started college in 2020 by logging into Zoom classes from their childhood bedrooms instead of moving into dorms and clambering into lecture halls. They've missed out on internships and in-person mentorships, and in many cases are graduating with thinner

professional and business services — which includes jobs in tech, consulting, finance and media that are popular among new grads — has fallen 12 percent, according to federal data.

And although for most of the 1990s and early 2000s, a newly minted college degree came with a better-than-usual shot at employment, that's changed in recent years. Today's recent graduates ages 22 to 27 have a higher unemployment rate — 4.7 percent, as of March — than the overall population, according to an analysis by the New York Fed.

Priyank Saxena applied for more than 500 jobs before he finally landed one, at a financial technology firm in San Antonio. Newly armed with an MBA from Rice University, he'd hoped to break into Big Tech or project management. But Saxena kept striking out: Even an internship at Dell Technologies wasn't enough to get him in the door. He ended up going back to fintech, where he'd worked for six years before business school.

Recent grads are more likely to be unemployed than other workers



Rates are seasonally adjusted and smoothed with a three-month moving average. All workers are those aged 16 to 65; recent college graduates are those aged 22 to 27.

Source: U.S. Census Bureau and U.S. Bureau of Labor Statistics, Current Population Survey (IPUMS) via New York Fed. ABHA BHATTARAI / THE WASHINGTON POST

"I got an MBA because I wanted to try different things, but that just isn't possible right now," the 31-year-old said. "Recruiters aren't willing to take risks on a candidate. They want work experience."

Many employers are prioritizing "skills based" hiring, in hopes of attracting a wider, more diverse group of applicants. Instead of focusing solely on college degrees and other credentials, there's been a push to evaluate candidates based on their prior experience. And given lingering economic uncertainties, such as inflation and elevated borrowing costs, business owners say they're being particularly cautious about whom they hire.

"In this economy, I need someone who can hit the ground running," said Elle Phillips, who is hoping to add a third employee to her Boise graphic design firm this summer but says many fresh grads lack the right communication and time-management skills. "There are so many things that require on-the-job training, that kids just don't learn in school. I can get a lot more done with someone who has already hit their stride."

Employers nationwide are making similar calculations, leading to a split in the labor market: Jobs are still readily available for seasoned workers, as well as high-schoolers looking for work at summer camps, ice cream shops and swimming pools. The employment rate for people ages 16 to 19 is at the highest level in more than a decade.

Online job postings for entry-level work are up 3 percent so far this year, but tend to be concentrated in service-sector jobs at hair salons, gyms and medical establishments, said Julia Pollak, chief economist at ZipRecruiter. Openings in tech, finance, consulting and other white-collar fields have declined.

Still, economists say, the situation isn't nearly as dire as it was after the 2008 financial crisis, when millennials were entering the job market. Back then, the unemployment rate for young adults, which peaked at 17.2 percent in April 2010, remained above 10 percent for more than six years. By some estimates, it took about a decade for millennial employment to recover from those early setbacks.

This time around, the solid economy and continued demand are likely to help new graduates catch up much faster, said Harry Holzer, a professor at Georgetown University

and former Labor Department chief economist. Industries like health care, government, and leisure and hospitality, are adding tens of thousands of jobs each month.

“There has been a bit of a slowdown in the labor market and any kind of slowing always affects brand-new college graduates first,” he said. “But this is nothing like 2008. It might take six months or nine months, but these graduates will find jobs.”

Camila Aponte started her job search in January, four months before she was set to graduate from Florida State University. Between degrees in political science and international affairs, work as a research assistant, and internship experience at the Florida Department of Transportation, she thought she’d have a good shot at a journalism or policy job. But so far she’s come up empty.

Aponte recently widened her search to include consulting and campaign jobs. If she hasn’t found anything by August, the 23-year-old plans to move back in with her parents.

“I haven’t gotten to the point where I feel desperate yet,” she said. “But it’s been a lot harder than I thought it’d be.”

*Thanks for reading all these years!
Geoff Vercauteren
Director of Workforce Development
Network4Health*

ANNOUNCEMENT FROM THE GRANITE PARTNERS GRANT



Scholarships available for any NH resident looking to enter the nursing careers pipeline NOW OPEN!

What is Granite State P.A.R.T.N.E.R.S.?

Granite State P.A.R.T.N.E.R.S - (People Aligning Resources Towards Nursing Expansion and Retention Strategies) is a statewide project designed to tackle the staffing shortage and strengthen the future of health care in New Hampshire. Made possible by a grant from the US Department of Labor.

Why Should I Apply?

Education & Training: Access a range of support services including educational opportunities, career development guidance, financial aid, and mentoring to propel your nursing career forward.

Financial Assistance: Participants may be eligible to receive funding and support services that include:

- Scholarships for tuition for various nursing pathways: LNA, LPN, ASN, RN, BSN
- Support services based on individual need.
- Access to free career advising and coaching services

Who Can Apply?

- Individuals who are age 17 or older and have completed secondary school or have dropped out of secondary school.
- **Individuals who are not currently enrolled in a nursing program**
- All participants served must be unemployed, underemployed, or an incumbent worker
 - Unemployed workers: An unemployed worker is an individual who is without a job and is available to work.
 - Underemployed workers: This term refers to individuals who are not currently connected to a full-time job that corresponds with the individual's level of education, skills, or wage and/or salary earned previously.
 - For example, a highly skilled and educated individual working in lower-skill, lower-paying job (*like an individual with an engineering degree working as a pizza delivery person as the main source of income*).
 - Incumbent workers: Currently employed LNAs or LPNs who want to advance to an RN or other higher position. Other full-time workers not in the healthcare field who want to transition into a nurse or nurse educator career.

[Visit the Granite PARTNERS website](#) for more information, and make an appointment to talk with one of their staff.

NEWS FROM THE AHECS

PHI Coaching & Supervision Workshop

Supervisors and managers can gain the skills to support better communication and lay the foundation for strengthening relationships with staff.

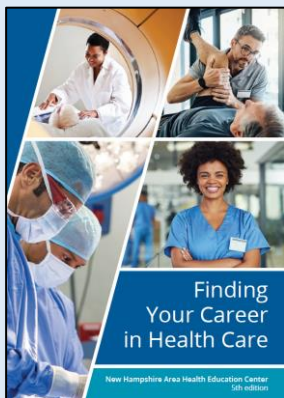
This training, **designed by PHI**, is a unique approach to ending a damaging cycle that often leads to poor relationships, high turnover, and supervisor strain.

This two day, 16 hour training introduces participants to the coaching approach to supervision and teaches four fundamental coaching skills: Active Listening, self-Management, Self-Awareness, and Presenting the Problem.

Through skill-based training, supervisors learn to:

- Support - Support staff while also holding them accountable
- Build - Build constructive, positive relationships
- Respect - Show respect with staff
- Help - Help staff be: Better communicators; Stronger problem solvers;
- Give - Give quality care

[Contact the Southern NH AHEC](#) to find out when the next sessions will be held. Make sure to sign up early!



Finding Your Career in Healthcare – 5th edition is now available online!

The fifth edition of AHEC's popular career guide has over 90 different



careers in healthcare and now includes a section on jobs in behavioral health and substance misuse. Written for career explorers from middle-school to adult, this guide give valuable information including career descriptions, salary ranges, educational programs, career paths and more!

[CLICK HERE TO VIEW ONLINE!](#)

CHW ADVANCE!

Start your career pathway to becoming a Community Health Worker (CHW). Resources for Training and Support provided through a partnership of North Country Health Consortium, Southern NH AHEC and Southern Vermont AHEC.



Who is Eligible?

CHW ADVANCE! Is for new community health workers who are interested in receiving training and building competencies to be successful working in the community with under-resourced populations. Participants must be a US Citizen or Permanent Resident.

Why Should I Enroll?

Participants in CHW ADVANCE! Will receive the following benefits:

- \$1200 scholarship to attend NH or VT based CHW training that highlights CHW Core Competencies and public health concepts.
- \$2550 stipend
- 8 weeks (250-320 hours) on the job training (OJT) to build skills and gain experience.
- Mentoring Support



Want to learn more? [Click here](#) for more info.

WORKFORCE DEVELOPMENT OPPORTUNITIES



See all of the HRSA scholarship programs [HERE!](#)



The NHSC Loan Repayment application opens soon. Qualify for tax-free educational loan repayment while becoming part of the solution to increase access to health care in your community. Explore which loan repayment program will meet your needs and those of the community you serve:

CHW APPRENTICESHIP

CHW ADVANCE! APPRENTICESHIP

CHW Advance! is a HRSA funded program to enhance the CHW Workforce. The CHW Apprenticeship provides the opportunity for increased training and skill-building for CHWs to support improved outcomes for people in our communities.

Eligibility: New and existing employed CHWs in NH.

APPRENTICESHIP ELEMENTS

The CHW Apprenticeship is a one year program that provides:

- 144 Hours of paid training (Related Instruction).
- 2000 Hours on-the-job training
- Mentoring Support
- Regular Competency Assessments
- Up to \$1,500 to cover mileage
- \$7500 Stipend

Steps for Apprenticeship:

1. Contact us for help in registering with the Department of Labor as an Apprenticeship site.
2. Complete the DOL Apprenticeship Intake form.
3. Register with ApprenticeshipNH to access supportive services.
4. Engage your CHW in OJT and related instruction.

To learn more and apply:

Contact Carli Hughes, CHW at chughes@snhahec.org

Visit our Website:
<https://www.snhahec.org/chw-advance.html>



[CLICK HERE](#) for more information and how to sign up!
Or contact [Carli Hughes](#) at SNHAHEC

- [NHSC Loan Repayment Program](#)
- [NHSC Substance Use Disorder \(SUD\) Workforce Loan Repayment Program](#)
- [NHSC Rural Community Loan Repayment Program](#)



Nominations Now Open for First-Ever SAMHSA Trailblazers in Advancing Recovery (STAR) Awards

SAMHSA is now accepting nominations for the inaugural SAMHSA Trailblazers in Advancing Recovery (STAR) Awards. This award honors leaders with lived experience of mental health and/or substance use conditions including youth and family members whose lives have been affected. In addition, the STAR Awards will recognize organizations who have demonstrated commitment to promoting equitable and inclusive access to wellness and recovery supports for individuals with mental health and/or substance use conditions.

[CLICK HERE](#) for more information.

Southern NH AHEC Community Health Worker Course

September 30, October 7, 21, 28
November 4, 18, 25, 2024
9:00am-3:00pm

Registration Deadline:
September 13th, 2024

Please note there will be no class on October 14, or November 11, 2024

As a nation and a state, we are struggling to address the transformation of the health care system as we move to a model of team based care. One strategy that other states have used to engage communities and assist with navigating services is to promote the Community Health Worker (CHW) model. Train to become a CHW in New Hampshire and incorporate your new knowledge into team based care opportunities offered in hospitals, medical practices, community health centers and social service settings.

Target Audience

There are a variety of roles and numerous titles that fall under the CHW umbrella: Outreach Worker, Lay Health Advisor, Health Promoter, Patient Advocate, community health advisor, family advocate, liaison, peer counselor, patient navigator, health interpreter and public health aide. Those listed and more are welcome to attend!

Cost: \$1,200.00-includes curriculum and training materials. We have scholarships available through our CHW ADVANCE! Program. Payment is by check only. Checks can be made out and mailed to: **Southern NH AHEC, 128 State Route 27, Raymond, NH 03077**

[CLICK HERE](#) for more information and how to sign up!
Or contact [Carli Hughes](#) at SNHAHEC



Healthcare Apprenticeship!

Looking for an exciting career in health care? Join The Elliot Hospital in one of these apprenticeship programs:

- Medical Assistant (MA) – **Starting soon 7/29/24!**
- Licensed Nursing Assistant (LNA)
- Patient Service Representative (PSR) – **Next class starting soon!**
- Pharmacy Technician – **Next class starting soon!**
- Other careers coming soon!

Benefits of apprenticeship:

- Paid full time classroom instruction – “earn and learn” model!
- On the job training with a mentor
- Academic and career support

To apply at Elliot or for more info:
[CLICK HERE](#)

FREE Career and Education Guides for Healthcare!

Network4Health was happy to work with other partners of the Granite PARTNERS Nursing Expansion Grant to put together 4 guides on nursing careers, career and educational resources, overcoming obstacles to healthcare employment and education, and the healthcare job search. These downloadable guides are available to anyone simply by clicking on the picture. Learn more about the [Granite PARTNERS grant HERE!](#)

The Granite State PARTNERS Guide to Education and Careers in Nursing



Updated March 2024

1

The Granite State PARTNERS Guide to Overcoming Obstacles to Healthcare Education and Employment



Updated March 2024

1

The Granite State PARTNERS Guide to Career and Educational Resources



Updated March 2024

1

The Granite State PARTNERS Guide to a Successful Healthcare Job Search



Updated March 2024

1

UPDATES FROM HEALTHFORCE NH



HealthForce NH aims to lead a collaborative effort to create a substantial, equitable, skilled and fulfilled healthcare workforce, ultimately creating a healthier New Hampshire overall.

We are a collaborative of healthcare providers, practitioners, and educators banding together with state government and business leaders.

Our mission is to promote innovative partnerships and cross-sector collaboration to grow, retain, and sustain a robust healthcare workforce.

[CLICK HERE](#) to visit our website!

Giving Care: NH's Healthcare Workforce Plan



In March 2022, the Endowment for Health *Forward Fund* released “Giving Care: A Strategic Plan to Expand and Support NH’s Healthcare Workforce. Giving Care presents New Hampshire solutions to New Hampshire’s current health care workforce crisis. It is a plan that offers immediate, as well as longer-term strategies to expand and support our health care (and behavioral health)

workforce. These solutions incorporate learning from previous successful workforce development efforts and provide specific actionable strategies to grow and retain the workforce, to ensure we have the data we need to prioritize investments, to improve the policy and regulatory environment, and – perhaps most importantly – to lead and coordinate implementation.

This actionable plan was the work of 70+ stakeholders (advocates, educators, policy makers, regulators, labor specialists, providers, employers) participating in 4 workgroups to establish “action agendas” with goals, objectives, 107 strategies (including priorities & quick wins), timelines, and stakeholders. Whether you are an employer, a policymaker or government official, an institution of higher education or educator, or an advocate for the health care field, there is a role for you in implementing Giving Care. Have questions? Email us at info@healthforcenh.org.

[CLICK HERE to view the whole plan](#)

N4H DIVERSITY, EQUITY, INCLUSION, AND RACISM INITIATIVE



N4H's VISION FOR THIS WORK:

Network4Health’s vision is to enable all residents — regardless of income, race, ethnicity, language, ability, gender, or identity — to have access to affordable, high-quality, medical and behavioral health services that promote the highest possible level of wellness, and physical and mental health. We know that to achieve that vision our partners must understand the needs of our diverse communities and have the capacity to equitably include diverse people to serve those diverse communities.

In January of 2021, Network4Health launched a new diversity, equity, and inclusion (DEI) initiative. The goals of this initiative will be to increase awareness and understanding of the factors and complexities related to DEI and to provide tangible strategies and tactics to address those factors on the individual, programmatic, organizational, and regional levels.

Through this initiative, Network4Health will support our partners to:

- Create culturally effective organizations that are staffed by informed and aware individuals who strive to create environments of respect, integrity, and caring
- Build and leverage a diverse and inclusive workforce that mirrors the communities they serve

- Promote equity and decrease disparities in access to healthcare and other social services which will result in better
- health outcomes for our region’s residents
- Reduce stigma and acknowledge and honor the fundamental value and dignity of all individuals

Other Upcoming DEI Trainings:

	Organizational Ignition Presents: Discovering Performance Through DEI Seminar Series: Spring – Fall 2024.	<u>CLICK HERE</u> for full descriptions. All sessions via Zoom.
9/17/24	8:30 am - 10:00 am: Senior Leadership Role in DEI: Achieving Organizational Performance Through DEI – online training	
9/17/24	12:00 pm - 1:00 pm: DEI Office Hours for September - Have questions about your DEI initiative? Join your peers and our experts every 3rd Thursday to learn what works what doesn't work how to overcome your challenges in implementing DEI so that it actually improves your organization	

9/12/24	5:30 - 7:30 PM: Diversity Workforce Coalition In-Person Networking Event Location: Pease International Tradeport, Portsmouth NH	<u>CLICK HERE</u> for more info
11/7/24	5:30 - 7:30 PM: DWC In-Person Networking Event Location: Concord - Manchester Area (TBD)	

PROFESSIONAL DEVELOPMENT



SCHOLARSHIPS!

Did you know that The New Hampshire Charitable Foundation is the largest provider of publicly available scholarships in NH, awarding more than \$7 million to more than 1,600 promising students each year?

EXPLORE SCHOLARSHIP OPPORTUNITIES

Please see below for types of programs covered, and apply using *ScholarshipSource*, our single, online application.

Scholarships available for:

- **Certificate, license or other industry-recognized credential**
- **Two-year or associate degree program**



Want to know more about the new Licensed Social Worker (LSW) or Licensed Social Worker Associate (LSWA) levels in New Hampshire?

NASW has some answers for you! View a recording that Lynn Stanley of NASW NH and Lindsey Courtney of OPLC did to clarify these new license levels. [CLICK HERE](#) to view the video presentation.

Credentialing Support Partnership



New Hampshire Alcohol & Drug Abuse Counselors Association

Dedicated to Advancing Addiction Professionals in New Hampshire

NHADACA understands the challenges of the credentialing process, so we developed a comprehensive support program to help professionals achieve certification and licensure across the substance use continuum of care. The Credentialing Support Partnership offers assistance with applications, exam preparation, supervision requirements, scholarship opportunities for continuing education, and understanding New Hampshire laws. Our expert staff ensures participants progress efficiently and have the necessary resources to succeed. This no-cost program is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA).

- Four-year or bachelor's degree program
- Master's, Ph.D. or other advanced degree program

[CLICK HERE](#) for more info

FOR ADDITIONAL FINANCIAL ASSISTANCE RESOURCES:

Here are some suggestions of resources outside of the Foundation's scholarship program that you can take advantage of to help finance your post-secondary education.

[Click Here](#)

Scholarships and Affording School:



The mission of Granite Edvance (formerly the NH Higher Ed Assistance Foundation, or NHHEAF) is to support New Hampshire students and families in navigating their education and career pathways.

[Search for scholarships](#)

**

[Plan your educational journey](#)

**

[Cover the costs with Granite EdVance.](#)

Key features and benefits of our CSP program include:

- **Proficient Supervision:** We provide weekly individual and group supervision, addressing the common issue of insufficient organizational capacity for credentialing supervision.
- **Expert Guidance:** Our experienced team offers personalized support tailored to the specific requirements of various credentialing processes.
- **Resource Access:** Participants gain access to curated study materials, practice exams, and relevant literature to effectively prepare for credentialing exams.
- **Application Assistance:** We offer hands-on help with application preparation, documentation review, and submission to the New Hampshire Office of Professional Licensure and Certification (OPLC).
- **Continuing Education Opportunities:** We provide workshops, seminars, and online courses to help professionals meet continuing education requirements and stay updated in their fields.
- **Networking Opportunities:** Our program facilitates connections with peers, mentors, and industry experts through networking events, forums, and collaborative projects, aiding career growth.
- **Test Preparation:** Weekly virtual IC&RC exam preparation sessions offer flexible support and resources to help participants succeed in their exams.

[Click Here for more information!](#)










Network4Health engaged PCDC for the past three years to deliver high quality, relevant trainings. **These trainings are now accessible online!** Click the links to watch each training and get access to the slide decks:

Training Name:	To Access Video:	To Access Slides:
Introduction to Care Management	Click Here	Click Here
Best Practices in Health Education	Click Here	Click Here
Screening for Social Needs	Click Here	Click Here
Comprehensive Risk Assessments	Click Here	Click Here
Culturally Responsive Care	Click Here	Click Here
Living with and Healing from COVID: Organizational Wellness & Self-Care Within a Trauma-Informed Care Lens	Click Here	Click Here
Culturally Responsive Care for Special Populations: LGBTQ+ & Older Adults	Click Here	Click Here
Culturally Responsive Care for Recent Immigrants to the U.S.	Click Here	Click Here

TRAINING RESOURCES

Below is a resource list of training providers that have a cost associated with them and are not reimbursed by Network4Health at this time.

Various trainings		NHADACA: NH's premier training center for those serving people with substance use disorders.	VIEW TRAINING LIST HERE
Various		Portland DBT Institute – The institute has many different trainings available. Network4Health will cover those that are less than \$100.	VIEW TRAINING LIST HERE
Various – see site for details		William James College Professional Development <i>CEUs available!</i>	Click for a Complete List of Trainings
Various – see site for details		PESI - PESI is now offering many different trainings online via webinar (find them here: PESI.com → online learning → live video webinars).	Go to: PESI To find more!
Various – see site for details		New Hampshire Psychological Association CLICK HERE for more upcoming events	
Various – see site for details		UNH Professional Development and Training UNH Professional Development offers a wide variety of courses both in person and online that are geared towards developing clinical, communication, supervisory, and leadership skills.	Click for a complete list of trainings
Various – see site for details		NASW NH Chapter Trainings <i>Some trainings may be covered. See section above.</i>	Click for a complete list of trainings
Free Trainings – No cost to participate!			
7/26/24	1:00 PM: Best Practices in SUD Treatment: Clinical Update for Treating Patients who Use Multiple Substances - SAPC - UCLA Lecture Series		REGISTER NOW
8/22/24	9:00am- 4:00pm: Disaster Behavioral Health Response Team Basic Training - Location: 129 Pleasant Street; Concord, NH 03301; Brown Building Auditorium <u>Agenda:</u> Empower communities in times of crisis. This training equips you to support individuals, families, and communities after disasters. Gain insights into common reactions, collaboration with responders through the Incident Command System (ICS), and evidence-based interventions like Psychological First Aid. Learn about coping strategies for survivors and responders. Learn about New Hampshire's Disaster Behavioral Health Response Team (DBHRT) and how this dedicated group is organized and operates. Discover how your skills can contribute to this vital response network.		REGISTER NOW

	<p>Prerequisites: Submit Certificates of completion for the online training modules to Cassie McNelly</p> <ol style="list-style-type: none"> FEMA's IS-100 Introduction to Incident Command System (ICS) National Child Traumatic Stress Network's (NCTSN) Psychological First Aid (PFA) online course 	
FREE CEs	<i>The New England Nursing Preceptor Academy</i> is offering live webinars for nurse preceptors. These webinars are free, online, 60-minutes and offer CE credit.	REGISTER NOW
Recorded Webinar	<p>HHRC Presents: Serious Mental Illness and Homelessness</p> <p>Course Learning Objectives: Define signs and symptoms of major mental illnesses among people experiencing homelessness; Describe common co-occurring mental and physical illnesses and treatment considerations for people experiencing homelessness; Identify best practices for increasing medication and treatment adherence for people experiencing homelessness.</p>	VIEW NOW
Webinar	Part 1 Civil Rights Protections for Individuals with a Disability: The Basics	REGISTER NOW
Webinar	Part 2 Civil Rights Protections for Individuals with an Opioid Use Disorder	REGISTER NOW



Continuing education opportunity developed by the NH Disability and Health Program at the UNH Institute on Disability. Responsive Practice enhances healthcare providers' ability to deliver disability-competent care that is accessible to people with disabilities. Through this free training, participants will learn strategies and approaches to identify, address, and help remove barriers to care. Free CE credits for nurses, physicians, and pharmacists.

Training 1: Responsive Practice: Providing Health Care & Screenings to Individuals with Disabilities: [CLICK HERE](#) to view.

Training 2: Responsive Practice: Accessible & Adaptive Communication: [CLICK HERE](#) to view.



Continuing Education
for Health Professions

SNHU Continuing Ed for Healthcare Professionals – FREE CEUs!

[Click here to see all courses](#)


On Demand	<p>21st Century Soft Skills for Healthcare Professionals – recorded courses; earn a digital badge!</p> <p>Class 1: Collaboration; Class 2: Critical Thinking Class 3: Communication Class 4: Creativity</p>	REGISTER NOW
On demand	Care for Yourself so You can Care for Others – Recorded ; Target Audience – Nurses	FREE CEU's! VISIT HERE
On demand	Generational Diversity: Using this Diversity to your Team's Advantage – Recorded ; Learning Objectives: Distinguish the five generations currently working in healthcare and the benefits of each; Develop strategies to manage the gaps between generations; Acquire methods to bridge the gap between generations	FREE CEU's! VISIT HERE
Online Learning	<p>Other courses include:</p> <ul style="list-style-type: none"> Food Insecurity Addiction 101: Signs of Substance Use and Mental Health Crisis at Work - Recorded Trauma Informed Care Suicide Intent Assessment - Recorded The Lived Experience of the Veteran and Military Affiliated Student – Enduring 	FREE CEU's! VISIT HERE




Project ECHO Communities: Take advantage of ECHOs on a number of different topics:


The Project ECHO® model is an evidence-based method connecting interdisciplinary specialists with community-based practitioners using web conferencing technology. During teleECHO™ sessions, experts mentor and share their expertise across a virtual network through case-based learning, enabling practice teams to manage complex conditions in their own communities.






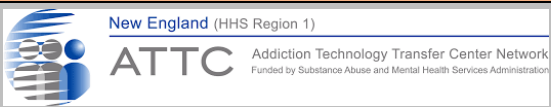




<ul style="list-style-type: none"> • Managing Pediatric Depression ECHO: 8 monthly ECHO sessions from February – September 2024. Visit HERE to learn more! • Peer Workforce Learning Community ECHO. Target Audience: All peer support professionals in New Hampshire. Every other Tuesday, 8:30am-10:00am, 7/16, 7/30, 8/13. Visit HERE to learn more! • Getting In Sync with Sexual Health ECHO: STIs - Testing, Treatment and Prevention: The nation (and the world) is experiencing a harrowing rise in the number of new cases of Sexually Transmitted Infections (STIs), including congenital infections, along with increasing antimicrobial resistance. Talking about sex and sexual health is the first step in ending the epidemic. This ECHO series will provide the information, resources, and tools necessary to empower providers to confidently assess risk, test, treat and provide counseling on prevention for a variety of STIs. Runs 9/3/24 – 12/10/24. Visit HERE to learn more! <p style="text-align: center;">To register or for more information email unh.projectecho@unh.edu or visit us HERE</p>
--


	FREE CEU's – Virtual trainings on addiction and recovery for behavioral health and healthcare clinicians																		
<table border="1"> <tr> <td style="width: 15%;">7/30/24</td> <td style="width: 75%;">11:00 am – 12:00 pm: Alcohol Use Disorders 101</td> <td rowspan="9" style="width: 10%; text-align: center; vertical-align: middle;"> Free CE's available. CLICK HERE to see all offerings </td> </tr> <tr> <td>8/6/24</td> <td>12:00 pm – 3:00 pm: Essentials of Treating Stimulant Use Disorder</td> </tr> <tr> <td>8/7/24</td> <td>12:00 pm – 1:15 pm: SUD Care Continuum ECHO®: Screening Tools for Older Adults with Substance Use</td> </tr> <tr> <td>8/7/24</td> <td>2:00 pm – 3:00 pm: The Fundamentals of Wound Care</td> </tr> <tr> <td>8/12/24</td> <td>12:00 pm – 1:00 pm: Trans and Gender Diverse Folks and Substance Use Treatment: Foundations</td> </tr> <tr> <td>8/13/24</td> <td>7:30 am – 9:00 am: MA OBAT ECHO®: Treating Substance Use Disorder in People Experiencing Homelessness</td> </tr> <tr> <td>8/14/24</td> <td>11:00 am – 12:00 pm: Stimulants 101</td> </tr> <tr> <td>8/15/24</td> <td>12:00 pm – 1:00 pm: Recovery Coach Drop-in Forum</td> </tr> <tr> <td>8/15/24</td> <td>5:00 pm – 6:00 pm: Office Hours: Stimulant Focus</td> </tr> </table>	7/30/24	11:00 am – 12:00 pm: Alcohol Use Disorders 101	Free CE's available. CLICK HERE to see all offerings	8/6/24	12:00 pm – 3:00 pm: Essentials of Treating Stimulant Use Disorder	8/7/24	12:00 pm – 1:15 pm: SUD Care Continuum ECHO®: Screening Tools for Older Adults with Substance Use	8/7/24	2:00 pm – 3:00 pm: The Fundamentals of Wound Care	8/12/24	12:00 pm – 1:00 pm: Trans and Gender Diverse Folks and Substance Use Treatment: Foundations	8/13/24	7:30 am – 9:00 am: MA OBAT ECHO®: Treating Substance Use Disorder in People Experiencing Homelessness	8/14/24	11:00 am – 12:00 pm: Stimulants 101	8/15/24	12:00 pm – 1:00 pm: Recovery Coach Drop-in Forum	8/15/24	5:00 pm – 6:00 pm: Office Hours: Stimulant Focus
7/30/24	11:00 am – 12:00 pm: Alcohol Use Disorders 101	Free CE's available. CLICK HERE to see all offerings																	
8/6/24	12:00 pm – 3:00 pm: Essentials of Treating Stimulant Use Disorder																		
8/7/24	12:00 pm – 1:15 pm: SUD Care Continuum ECHO®: Screening Tools for Older Adults with Substance Use																		
8/7/24	2:00 pm – 3:00 pm: The Fundamentals of Wound Care																		
8/12/24	12:00 pm – 1:00 pm: Trans and Gender Diverse Folks and Substance Use Treatment: Foundations																		
8/13/24	7:30 am – 9:00 am: MA OBAT ECHO®: Treating Substance Use Disorder in People Experiencing Homelessness																		
8/14/24	11:00 am – 12:00 pm: Stimulants 101																		
8/15/24	12:00 pm – 1:00 pm: Recovery Coach Drop-in Forum																		
8/15/24	5:00 pm – 6:00 pm: Office Hours: Stimulant Focus																		

	FREE Trainings from Southern NH AHEC – CEU's Available! Click here and the go to "Read latest Blitzmail newsletter"
---	---

On-Demand Trainings See Full List of Trainings on the SNHAHEC website	Addiction as a Chronic Disease	VIEW NOW
	Compassionate Boundries	VIEW NOW
	Culture and Cultural Effectiveness	VIEW NOW
	De-Escalation of an Overamped Patient	VIEW NOW
	Enhancing Provider Skills in Serving People who Actively Use Substances	VIEW NOW
	Management of Stimulant Use Disorders	VIEW NOW
	Motivational Interviewing	VIEW NOW
	Multidisciplinary Approach to SUD, MH and Care Coordination	VIEW NOW
	Our Actions Have Impact: The Importance of Stigma Reduction	VIEW NOW
Recognizing, Preventing and Addressing Institutional and Community Stigma towards Substance Use Disorders	VIEW NOW	

	Improve Your Precepting Skills with These FREE Courses from SNAHEC! Preceptor Development Modules: A series of educational modules for community based clinical teachers	LEARN MORE
<ul style="list-style-type: none"> ✓ Dealing with the Difficult Learning Situation: Prevention: VIEW NOW ✓ Dealing with the Difficult Learning Situation: Management: VIEW NOW ✓ The Effective Preceptor: VIEW NOW ✓ Evaluation: Making it Work: VIEW NOW ✓ Giving Feedback: VIEW NOW 		

	<ul style="list-style-type: none"> ✓ Integrating the Learner into a Busy Practice: VIEW NOW ✓ Inter-professional Collaboration: VIEW NOW ✓ Learner Engagement in Community Rotations: VIEW NOW ✓ The One-Minute Preceptor: VIEW NOW ✓ Setting Expectations: VIEW NOW 	
Various – see site for details	 FREE Trainings from New England Public Health Training Center – CEU’s Available!	Click for a complete list of trainings
Various – see site for details	 Training and events – happening locally and online!	Click for a complete list of trainings
Various – see site for details	 Dartmouth Health Professional Development – FREE CEUs! Network4Health will cover admission costs associated with any of these trainings that aren’t free. Email us if you are interested!	Click for a complete list of trainings
Various – see site for details	 Providers Clinical Support System	Click for a Complete List of Trainings
Various – see site for details	 Comprehensive list of trainings and webinars – many archived. CEU’s available.	Click for a Complete List of Trainings
Various – see site for details	 New England (HHS Region 1) ATTC Addiction Technology Transfer Center Network <small>Funded by Substance Abuse and Mental Health Services Administration</small>	Click for a Complete List of Trainings
Various – see site for details	 MHTTC Mental Health Technology Transfer Center Network <small>Funded by Substance Abuse and Mental Health Services Administration</small>	Click for a Complete List of Trainings
Various – see site for details	 African American Behavioral Health CENTER OF EXCELLENCE	Click for a Complete List of Trainings
Various – see site for details	 CENTER of EXCELLENCE LGBTQ+ BEHAVIORAL HEALTH EQUITY	Click for a Complete List of Trainings
Free Webinars	 Opioid Response Network	Click for a Complete List of Trainings


Various – see site for details		Trainings from the National Council for Mental Wellbeing:	Click for a Complete List of Trainings
--------------------------------	---	--	--

***Free* Webinars From NAADC – CEU’s Available!**

[MORE INFO HERE](#)

<p>7/31/24 8/6/24 8/13/24 8/14/24 8/20/24 8/22/24 8/27/24 8/28/24 8/29/24 9/11/24 9/17/24 9/24/24 9/25/24</p>	<p>Through Fear to Recovery: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Interdisciplinary Care in Opioid Treatment: A Public Health and Interdisciplinary Approach to Substance Use Disorders: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Interdisciplinary Care in Opioid Treatment: The Role of Physicians and Nurses in Opioid Care – Bridging the Gap: 3:00-4:30pm - Earn 1.5 CEs</p> <p>What Is Harm Reduction for Alcohol?: 3:00-4:00pm - Earn 1 CE</p> <p>Interdisciplinary Care in Opioid Treatment: The Role of Addiction Psychiatrists in Opioid Treatment - Mastering the Art of Opioid Treatment: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Peer Recovery Support Series: Passionate Professionals; Dispassionate Practice – Ethical Boundaries in Non-Clinical Roles: 12:00-1:30pm - Earn 1.5 CEs</p> <p>Interdisciplinary Care in Opioid Treatment: The Role of Counselors in Opioid Treatment - Guiding the Path to Recovery: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Re-defining Resilience: Navigating Relapse Prevention: 3:00-4:00pm - Earn 1 CE</p> <p>Peer Recovery Support Series: Infinite Pathways – Embracing Diverse Identities to Support Recovery: 12:00-1:30pm - Earn 1.5 CEs</p> <p>Women and Weed: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Interdisciplinary Care in Opioid Treatment: The Role of Peers in Opioid Treatment - Shared Experiences, Shared Hope: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Interdisciplinary Care Planning: Ethical and Clinical Considerations when Delivering Person-Centered Opioid and Other Drug Treatment to Justice-Involved Individuals: 3:00-4:30pm - Earn 1.5 CEs</p> <p>Integrating STI and HIV Prevention into the SBIRT Model: 3:00-4:30pm - Earn 1.5 CEs</p>	<p>FREE CEU’s AVAILABLE!</p> <p>CLICK HERE for more information and to register for a session</p>
<p>Ongoing</p>	<p><u>Advancing Awareness in LGBTQ Care Multi-Part Series:</u> Advancing Awareness in LGBTQ Care, Part I: History of Specialized Treatment for LGBTQ+ Clients Advancing Awareness in LGBTQ Care, Part II: LGBTQ Youth, Community, & Alcohol Misuse Advancing Awareness in LGBTQ Care, Part III: Working with LGBTQ2S+ Native American Clients Advancing Awareness in LGBTQ Care, Part IV: Affirming Responses for “Invisibilized” LGBTQIA+</p>	<p>WATCH NOW</p>

***Free* From NH Healthy Families**

 **nh healthy families.** **Reminder:** NH Health Families offers free comprehensive clinical training programs, designed to enhance the knowledge, skills and performance of healthcare professionals who empower their members to make positive health behavior changes. They offer courses to support continuing education for providers, enhance integrated care, and 7expand use of best practices. Participants can receive CEUs for some classes, and receive certificates of attendance related to certain licensing requirements. Please [click here](#) for more information, [click here](#) to see a complete list of trainings, or contact Kimberly Bindas at kbindas@centene.com with further questions.

<p>7/30/24 8/5/24 8/8/24 8/12/24 8/15/24 8/20/24 8/22/24 8/27/24 9/4/24 9/5/24</p>	<p>11:00 AM - 12:00 PM: The Adverse Childhood Experience (ACE) Study with Kimberly Bindas, MSW, LICSW</p> <p>1:00 PM - 3:30 PM: SBIRT for Providers with Taylor Murphy, MSW</p> <p>11:00 AM - 12:30 PM: Substance Related and Addictive Disorders - Module 1 – Overview by Lisa Wharton, MA, LPC, LPCC</p> <p>9:00 AM - 10:00 AM: A Closer Look at Evidence Based Practices with Taylor Murphy, MSW</p> <p>10:00 AM - 11:30 AM: Trauma Informed Care: The Impact of Trauma by Kimberly Bindas, MSW, LICSW</p> <p>10:00 AM - 11:00 AM: Introduction to the ASAM Criteria by Kimberly Bindas, MSW, LICSW</p> <p>11:00 AM - 1:00 PM: Human Trafficking by Kimberly Bindas, MSW, LICSW</p> <p>11:00 AM - 1:00 PM: NH Poverty Competency by Lisa Wharton, MA, LPC, LPCC</p> <p>10:00 AM - 11:15 AM: NH Integrated Healthcare for all Providers by Kimberly Bindas, MSW, LICSW</p> <p>1:00 PM - 3:30 PM: NH SBIRT for Providers with Taylor Murphy, MSW</p>	<p>FREE CEU’s AVAILABLE!</p> <p>CLICK HERE for more information and to register for a session</p>
--	---	--

CLOSE THE JOB SKILLS GAP WITH YOUR HIRING PROCESS

From: “How to Close the Job Skills Gap With Your Hiring Process” by Monster.com. [CLICK HERE](#) to see full article.

If you’re having trouble finding workers with the skills you need to compete, you’re not alone. More than 80 percent of employers report that they are experiencing a skills gap — particularly a soft skills gap — in their workplace. Surprisingly, the hardest to find qualifications aren’t tech-focused hard skills. The top 10 soft skills employers report having trouble finding are:

1. Problem-solving
2. Critical and analytical thinking
3. Management, leadership, and team-building
4. Communication skills
5. Interpersonal skills
6. Teamwork and collaboration
7. Work ethic and initiative
8. Flexibility and adaptability
9. Attention to details
10. Sales and customer service



The scarcity of these skills is costing companies potential revenue. It’s estimated that the inability to find skilled workers will cost U.S. businesses \$1.2 trillion by the end of the decade. As technology continues to advance, hiring managers predict that many of today’s job functions will be performed by robotics, artificial intelligence, and other forms of automation, while jobs that require critical thinking, problem-solving, and other soft skills will grow. The five strategies below can help you bridge the soft skills gap.

Skills-Focused Labor Demands

Last month’s job gains were concentrated in just a few sectors, most notably healthcare, government, and professional, scientific, and technical services. “The increase in job creation, particularly in sectors like healthcare and technical services, is evidence of the continued strong demand for workers with sector-specific skills,” says Monster Economist Giacomo Santangelo. “Increasing unemployment could be due to various factors, most notably mismatches in skills and job requirements.”

As the skills gap grows, Monster’s 2024 Work Watch report identified improving the success rate on hard-to-fill roles as one of employers’ top priorities this year. This will be crucial as labor demands continue to increase with Monster’s total active job postings up 11% in May, following a 6% increase in April. Santangelo says, “Employers can engage better with candidates by catering more toward transitioning candidate preferences for things like flexible hours and remote work (“work from home” remains the #1 search on Monster), by being more transparent about the application process, and by investing in training and development to bridge the skills gap and attract candidates seeking growth opportunities.”

1. Be Sure of the Skills You Need

Despite the fact that most employers cite the skills gap as an impediment to maximizing profits, nearly half of all HR professionals were unsure of what skills they are actually missing. The truth is you can’t know what skills you’re lacking until you undertake a thorough workforce skills gap assessment, beginning with a company-wide survey that aims to learn not only what skills your workers employ in their current positions, but also skills they have used in the past. Some soft skills to consider mining information about as you craft your survey include:

- ✓ Social skills, such as interpersonal communication, conflict resolution, teamwork, collaboration, and team-building
- ✓ Workplace etiquette, including email etiquette, maintaining appropriate boundaries, and resisting the urge to overshare
- ✓ Sales skills and customer service
- ✓ Adaptability, innovation, and creativity
- ✓ Organization and time management

Once you attain a better idea of what skills you already have, you can begin mapping them to the skills you need to grow your business and see which skills you lack. From there, you will need to devise a strategy to develop the skills you need within your current staff and attract talent with the skills you need.

2. Implement an Upskilling Strategy

Armed with more complete knowledge about your soft skills gap, you might be tempted to immediately begin an aggressive recruitment campaign to find workers with the skills you need. But in the long run, implementing a comprehensive workplace upskilling program, combined with more targeted recruiting, may be a more sustainable approach. Your upskilling strategy should combine two or more of the following:

- ✓ *Designated mentoring:* Pairing entry and midlevel employees with senior staff can help employees develop soft skills, particularly when it comes to navigating workplace relationships, negotiating with vendors, developing communication and presentation skills, and improving sales and customer service techniques.
- ✓ *Frequent feedback:* Rather than relying on infrequent high-stakes employee reviews tied to compensation, implement a culture of frequent low-stakes feedback that includes brainstorming on ways to improve skills.
- ✓ *Soft skills training:* Bring in outside speakers for inspiration and small group facilitators for upskilling. Invest in automated self-directed learning modules and remote learning opportunities. Keep your company's membership in professional and industry associations up to date and invest in sending team members to conferences and trainings that address areas where they need to improve.

3. Get Better at Recognizing Potential

Recognize the transferrable aspects of expiring and emerging skills and offer resources that allow your employees to transition from their current competencies to new in-demand skills in a way that bolsters their confidence by:

- ✓ *Focusing on the soft skills your employees already possess.* For example, if they are great at teamwork but tend to avoid conflict, you can guide them to use their relationship-building skills to address communication challenges.
- ✓ *Giving workers gradually increasing amounts of authority and autonomy.* A worker who is nervous about public speaking should not be assigned a big presentation in front of a large audience if they've never been tasked with one before. But they will likely benefit from working with a more confident public speaker to develop and present a small portion of a larger presentation.
- ✓ *Recognizing that your expectations may be unrealistic.* Your workplace's soft skills gap may not be as dire as you think. As your industry changes, you've likely added a host of new skills to your job descriptions, but have you jettisoned skills that are no longer relevant? If not, your job descriptions have likely morphed into a laundry list of qualifications no job applicant could possibly possess and discourage talented candidates from applying.

4. Improve Your Recruiting Game

The most important soft skill to look for to keep up with the rate of change workplaces are likely to experience in the coming years is adaptability. Rather than looking for applicants with a particular set of skills you need right now, keep in mind that many of the jobs that seem so vital today will not exist tomorrow.

The best way to address your soft skills gap is to look for candidates who have a passion for learning and whose resumes demonstrate a track record of embracing change. A close second is learning to recognize transferrable skills that can be leveraged to help your business succeed. This can be accomplished by revising your candidate filtering processes, including adjusting your applicant tracking system (ATS) to recognize a wider range of keywords.

Finally, work with local educational institutions and get involved in professional associations to communicate the skills you need and establish talent pipelines to address staffing needs.

5. Embrace Flexibility

It's not just your workers who need to embrace change. For many job functions an onsite 9-to-5 work schedule is no longer necessary, nor is it desired by many top performers. Offering remote and hybrid scheduling options can increase the geographic scope of your talent acquisition efforts.

A growing number of workers prefer the flexibility of contract or freelance work, so you may need to outsource, at least temporarily, to address your soft skills gap. If you are planning to contract for freelance expertise you don't possess in-house, consider adding coaching and upskilling your staff to the duties of your contracted workers. Once they've trained your staff to shoulder these duties, you can transition those functions to your existing staff. Once you've established alternative work policies and an aggressive upskilling strategy, you can underscore these features in your hiring efforts and leverage them to hire more workers with the soft skills you need.

How to Identify Soft Skills: Interview Tips

Soft skills are more important to employers than ever, which is a surprise to many millennials and others who have banked on their tech-heavy resumes to land the best jobs. Companies want soft skills, but they've discovered that it's not so easy to assess a candidate's soft skills from a resume. Most employers know what soft skills are, but they have trouble recognizing them in the hiring process. For the most part, they hope interviews will give them some indication as to whether a new hire will work out.

Six Soft Skills to Look for in Hiring

In general, employees use soft skills to interact with their environment and the people around them. Six skills, in particular, stand out: Adaptability; Communication; Conflict resolution; Critical observation; Problem-solving; Teamwork

It's easy enough to write skills like these down on a list, but it's an entirely different task to identify them in job applications. Start by putting the soft skills you seek in your job descriptions. Ideally, your candidates will read the job description and know what soft skills are expected of them. Likewise, when assessing soft skills, interview candidates by going beyond the general skills and experience required for the position. There are a hundred possible questions, but you need to focus on behavioral interview questions to bring out those soft skills.

How to Identify Soft Skills With Behavioral Interview Questions

In a behavioral interview, the employer wants to know how the candidate will perform in different circumstances. Often, it's more about adaptability, communication, and problem-solving than about degrees or job titles.

Bruce Tulgan, author of *Bridging the Soft Skills Gap: How to Teach the Missing Basics to Today's Young Talent*, suggests that employers learn how to identify soft skills by asking job seekers problem-solving questions. For example:

- ✓ Tell us a story about a time you solved a problem at work.
- ✓ Tell us a story about a conflict you had with another employee at work.
- ✓ Can you tell us about a time when you disagreed with your manager's directions or priorities? How did you respond?
- ✓ Tell us a time when you made a mistake or were asked to go back and make corrections. How did you handle it?

The key to learning how to identify soft skills with behavioral questions is to avoid leading questions that may elicit canned or less-than-genuine responses. In general, you want to ask questions that prompt self-reflection and candid responses.

Identifying Soft Skills Through Observation

Of course, beyond a candidate's past experiences, your interview itself is a good mechanism to investigate their soft skills. While it's important to keep in mind that everyone brings some level of anxiety to the formal interview process, a candidate with good soft skills will nonetheless exhibit certain behaviors during your interview. Keep an eye out for:

- ✓ *Eye contact:* Does the candidate have a hard time looking you in the eye or, conversely, is the candidate intensely staring you down like boxers in a pre-match press conference? Eye contact should be casual, so it's okay to have short breaks in contact every now and then, so long as they reconnect with you, especially when you're talking. That's a good sign of active listening.
- ✓ *Organization:* One of the most important skills in handling any task is organization. As your candidates to explain how they would perform a particular assignment, then watch for how they would execute the assignment step-by-step.
- ✓ *Interruptions:* Interrupting a person is often a sign of poor communication skills. Of course, if a candidate keeps talking and talking, you may have to interrupt. Also not a good sign.
- ✓ *Evasion:* When people don't answer direct questions, it usually means they don't have a good answer or they can't focus. Either way, they're evading the question.

Network4Health's *Workforce Wednesday* is published every other Wednesday.

[CLICK HERE](#) to learn more about Network4Health

Want to change how you receive these emails?

You can [unsubscribe from this list](#).

Want to be [added to this mailing list](#)?

Questions? Comments? Suggestions for articles or topics?

Please reach us at N4H.WorkforceDevelopment@cmc-nh.org