

**TO: Program Planning & Development
Committee**

DATE: 07/23/03

FROM: Workforce Action Team

For Action

For Information

For Discussion

SUBJECT: Soft-Skills Academy Pilot

PROPOSED MOTION(S): Information Only

DISCUSSION: At the meeting of the Workforce Action Team on July 8, 2003, there was discussion about a complaint that is often heard from employers about job seekers not having the necessary “soft-skills”. To address that issue there was brainstorming about what could be done. Anne Newins and Jonae Pistroresi from Merced College talked about the Customer Service Academies being held at the Chambers that provide training to employed individuals and employers, and the need to have a class for job seekers.

The representatives from Merced College, in collaboration with Andrea Baker and the Department of Workforce Investment, agreed to develop a Pilot Program this fall for unemployed individuals. This was enthusiastically endorsed by the action team chair, Gisela Malone, and members in attendance.

ATTACHMENT(S):

Merced College Proposal

Soft-Skill Course Outline, “Surviving and Thriving in the Workplace”