INDIANA CHAMBER
LEADING BUSINESS • ADVANCING INDIANA

AMERICA SUCCEEDS

Indiana's Employability Skills

Employer Workshop

August 2023

02.

Overview

America Succeeds' Durable Skills Initiative and Indiana's Big Picture for Employability Skills
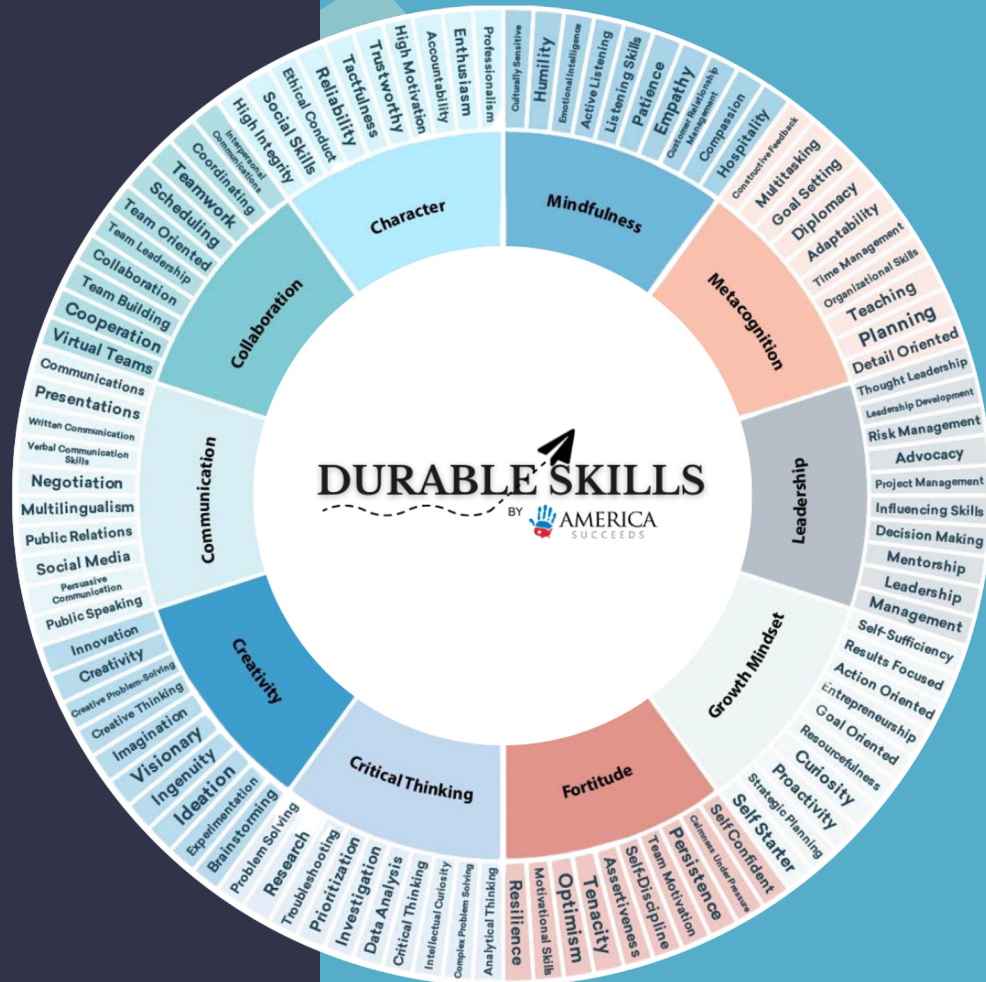
AMERICA
SUCCEEDS

We believe the purpose of school today is to ensure students can think critically and creatively, collaborate effectively with others, apply skills and knowledge to solving real world problems, and find meaningful and fulfilling ways to contribute to the world and their community.

What are Durable Skills?

"In an era when technical skills ar evolving at an unprecedented pace, there is an important set of durable 'soft skills' that last throughout an entire career.

This includes a combination of how we use what we know - critical thinking, communication, collaboration - and how we show up in the world - leadership, resilience, self-awareness."

Competencies

- Critical Thinking
- Communication
- Collaboration
- Creativity
- Metacognition
- Growth Mindset
- Mindfulness
- Character
- Fortitude
- Leadership

US Bureau of Labor Statistics:

10.8 M

Job Openings as of January 2023

ATD | Association of Talent Development

Bridging the Skills Gap Survey

83% **of employers report**
skills gaps with their current employees

65% **of employers struggle with**
critical thinking and problem-solving

53% **of employers struggle with**
communication and interpersonal skills

50% **of employers struggle with**
creativity and innovation

Business Perspectives on Durable Skills

Genworth

"Serving Genworth's nearly 3 million policyholders each day requires many different technical skills, from actuaries to customer service to human resources and everything in between. It's the durable skills, though, like empathy, a growth mindset, communication, and critical thinking, that enable us to work as a team across our areas of technical expertise to help more people navigate the financial challenges of aging."

**-Tom McInerney, President and CEO, Genworth**

ESTES

"Estes Express Lines has been in business for over 90 years and we now employ over 20,000 teammates. The skills and knowledge needed by our employees when my grandfather started the business have obviously evolved over time with new technology continually being added to our operations. While these technical skills have altered the nature of our core operations, our teammates have always needed the core durable skills of critical thinking, collaboration, communication, and critical thinking."

-Rob Estes, President and CEO, Estes Express

Anthem

"We hire and onboard hundreds of new employees every year at Anthem Blue Cross and Blue Shield in Virginia, ranging from marketing to IT to medical and sales. Regardless of the technical skills required, we know that every employee must also possess a set of durable skills that are everlasting and evolving. Coming out of the pandemic these skills will be even more invaluable as Anthem adjusts to an ever-changing landscape.

-Jeff Ricketts, Former President, Anthem Blue Cross and Blue Shield Virginia
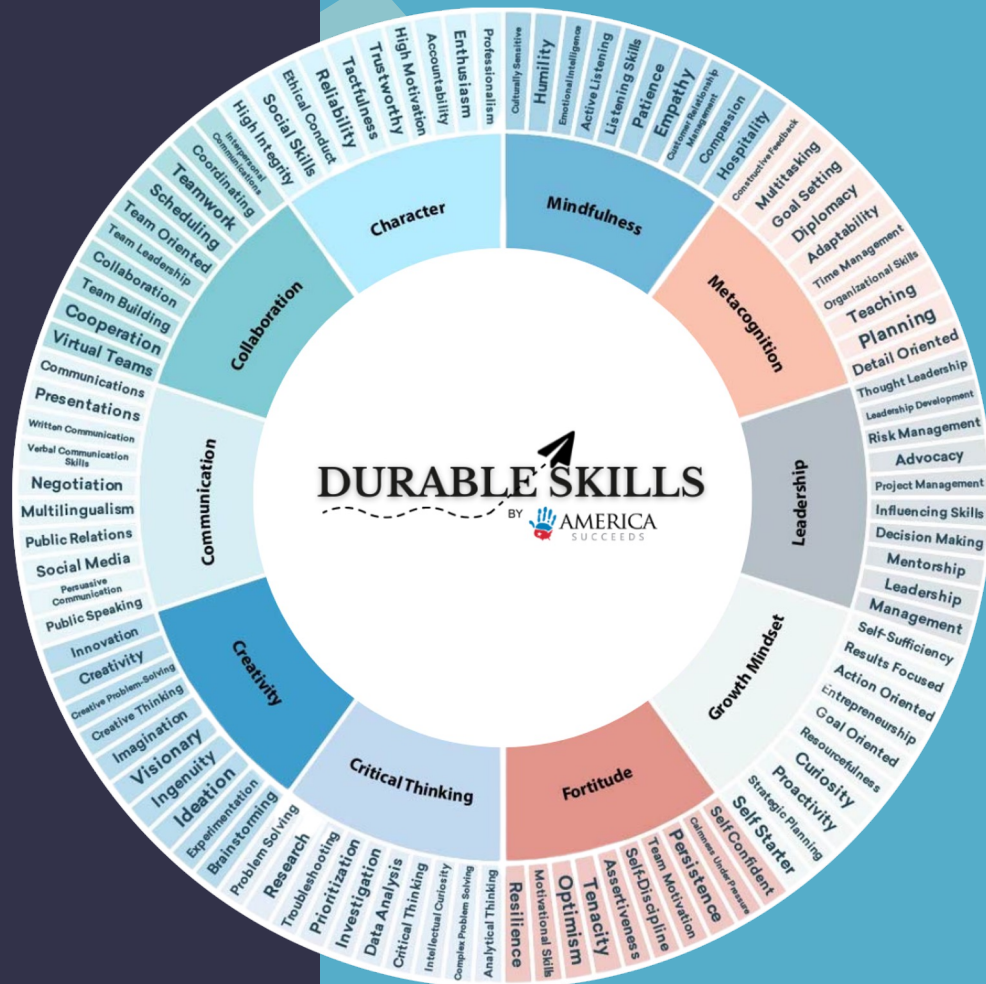
Competencies

- Critical Thinking
- Communication
- Collaboration
- Creativity
- Metacognition
- Growth Mindset
- Mindfulness
- Character
- Fortitude
- Leadership

National Research Findings

We studied
82 million
job postings from the past 2 years

Across
22 sectors
using 2020 SOC-2 occupational data

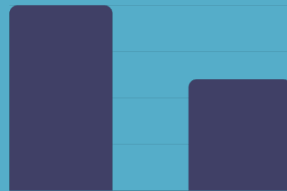**64%**
of those job postings **requested at least 1 Durable Skill**

52.5 MILLION JOBS demanded Durable Skills

7 of the **10**
most-requested skills were Durable Skills

The **TOP 5**
Durable Skills
were requested
3.8x more than
the top 5 Hard skills

Leadership &
Communication
competencies are in highest demand (50%+)

Almost
29M
postings
requested
Communications

Indiana Demand for Durable Skills

WE STUDIED **1.6 MILLION** JOB POSTINGS FROM THE PAST **2 YEARS**

ACROSS **22 OCCUPATIONS, 20 INDUSTRIES,** AND OVER **29,000 COMPANIES**

73% OF THOSE JOB POSTINGS REQUESTED **AT LEAST ONE DURABLE SKILL**

1.2 MILLION INDIANA JOBS DEMANDED DURABLE SKILLS

SOCS-2	Occupation	# Postings with 3+ Durable Skills	% Postings with 3+ Durable Skills
41	Sales & Related	105,010	60%
11	Management	102,961	68%
43	Office & Administrative Support	83,803	59%
29	Healthcare Practitioners & Technical	61,831	26%
15	Computer & Mathematical	49,425	63%
13	Business & Financial Operations	46,619	69%
99	Unclassified Occupation	32,069	53%
53	Transportation & Material Moving	28,215	14%
49	Installation, Maintenance & Repair	26,708	36%
35	Food Preparation & Serving Related	24,068	28%
51	Production	20,857	27%
17	Architecture & Engineering	19,797	48%
31	Healthcare Support	19,750	25%
27	Arts, Design, Entertainment, Sports & Media	16,554	51%
25	Educational Instruction & Library	14,835	43%
37	Building & Grounds Cleaning & Maintenance	10,230	23%
21	Community & Social Service	9,062	46%
33	Protective Service	8,860	50%
19	Life, Physical & Social Science	8,226	53%
39	Personal Care and Service	6,345	26%
47	Construction & Extraction	5,389	22%
23	Legal	2,988	54%
45	Farming, Fishing & Forestry	479	26%

SOCS = Standard Occupation Classification System

Source: Emsi Burr

Employers demanding 3+ Durable Skills:

- Allied Universal: 97% of jobs
- Intuit: 94% of jobs
- Salesforce: 90% of jobs
- Bob Evans Restaurants: 87% of jobs
- The Hudson Group: 93% of jobs
- TJX: 93% of jobs
- State Farm: 94% of jobs
- Revature: 90% of jobs
- Circle K: 86% of jobs

Overcoming the Durable Skills Gap

Education System (SUPPLY)

How do we best teach Durable Skills? How do we ensure every student develops them?

Workforce (DEMAND)

How do we measure Durable Skills to better identify the talent we need?

03.

What Does Competency Look Like?

Defining Competency in Employability Skills

DURABLE SKILLS
BY AMERICA SUCCEEDS

Durable Skills Subject Matter Experts (SMEs)

20
Subject Matter Experts

14
States Represented

9
Industry Sectors (of 20 total)

8
Occupational Types

5
Target Audience Members

55%
BIPOC Participants

1
Week of Collaboration

100
Durable Skills Defined

Who is the rubric for? (Target Audience)

- **2 years experience post-high school (work, military, apprenticeship, credential/certificate, some college, etc.)**
- **1st career job (family-sustaining wage, opportunity for growth)**

MEET ANGELA
- 23 years old
- Based just outside Indianapolis, IN
- Latina; father is a veteran
- Lives at home with parents, two sisters, and niece
- Took dual enrollment in high school but has not yet attended postsecondary
- Completed coding bootcamp; recently secured first job at tech startup
- Interested in pursuing further education in cybersecurity & data science

Durable Skills vs Employability Skills

Durable Skills (by America Succeeds)

DURABLE SKILLS BY **AMERICA SUCCEEDS**

Inner ring categories: Character · Mindfulness · Metacognition · Leadership · Growth Mindset · Fortitude · Critical Thinking · Creativity · Communication · Collaboration

Outer labels (clockwise):
Accountability · High Motivation · Reliability · Trustfulness · Ethical Conduct · Social Conduct · High Integrity · Coordinating · Teamwork · Scheduling · Team Oriented · Team Leadership · Collaboration · Team Building · Cooperation · Virtual Teams · Communications · Presentations · Written Communication · Verbal Communication Skills · Negotiation · Multilingualism · Public Relations · Social Media · Persuasive Communication · Public Speaking · Innovation · Creativity · Creative Problem-Solving · Creative Thinking · Imagination · Visionary · Ingenuity · Ideation · Experimentation · Brainstorming · Research · Troubleshooting · Problem Solving · Prioritization · Investigation · Data Analysis · Critical Thinking · Intellectual Curiosity · Complex Problem Solving · Analytical Thinking · Resilience · Motivational Skills · Optimism · Tenacity · Assertiveness · Self-Discipline · Team Motivation · Persistence · Customer Understanding · Self Confident · Self Starter · Strategic Planning · Proactivity · Curiosity · Resourcefulness · Goal Oriented · Entrepreneurship · Action Oriented · Results Focused · Self-Sufficiency · Management · Leadership · Mentorship · Decision Making · Influencing Skills · Project Management · Advocacy · Risk Management · Leadership Development · Thought Leadership · Detail Oriented · Planning · Teaching · Organizational Skills · Time Management · Adaptability · Diplomacy · Goal Setting · Multitasking · Constructive Feedback · Hospitality · Compassion · Customer Relationship Management · Empathy · Patience · Listening Skills · Active Listening · Emotional Intelligence · Humility · Culturally Sensitive · Professionalism · Enthusiasm

Do *you* Have The Skills Indiana's Employers Are Searching For?

INDIANA EMPLOYERS WANT HIGHLY-SKILLED EMPLOYEES. DEVELOPING THESE **18 Employability Skills** CAN HELP YOU LAND YOUR DREAM JOB!

MINDSETS

Lifelong Learning
DEMONSTRATE WILLINGNESS TO WORK AND LEARN, AND CONTINUALLY APPLY NEW KNOWLEDGE.

SELF-CONFIDENCE
Possess **belief** in own ability to succeed and assert self when necessary.

WORK ETHIC

Self-Discipline
Demonstrate **self-control** and behave in accordance to rules with minimal direction.

INDEPENDENCE
Successfully carry out expectations with minimal supervision.

PERSEVERANCE
DEMONSTRATE ENDURANCE AND CAPACITY TO COMPLETE TASKS.

TIME MANAGEMENT & ORGANIZATION
Plan and organize long and short-term goals while understanding how to balance school, home, and community activities.

ADAPTABILITY
Manage transitions and adjust to changing situations and responsibilities.

INTEGRITY
ACT IN A TRUSTWORTHY AND HONEST MANNER.

PROFESSIONALISM
Demonstrate skills and behaviors appropriate for school and work.

LEARNING STRATEGIES

Effective COMMUNICATION
Apply skills to clearly, effectively, and convincingly express ideas and messages to others appropriate to the environment.

DECISION-MAKING
Utilize critical thinking skills and perspectives of others to make informed decisions based on options, rewards, risks, limits, and goals.

INITIATIVE
Apply self-motivation and self-direction to work and learning.

Attention to DETAIL
Achieve thoroughness and accuracy when accomplishing a task.

PROBLEM SOLVING
Apply critical and creative thinking skills to resolve problems.

APTITUDE Awareness
Identify and communicate individual interests and skills that align coursework and experiences to potential career paths and to in-demand occupations.

SOCIAL & EMOTIONAL SKILLS

Connection
Demonstrate the ability to network with others through social awareness and cultural sensitivity.

REGULATION
Recognize and manage one's emotions.

Collaboration
Work well with others in a team.

DWD 9000-2 08-2019

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT · Indiana DEPARTMENT OF EDUCATION · Indiana Office of WORK BASED Learning and Apprenticeship

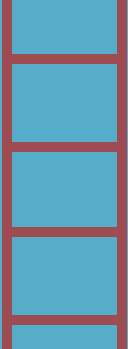*Want to learn more?*
www.employabilityskills.in.gov

Directions

How well do the descriptions of what someone should know and be able to do relative to Durable Skills fit your industry or company?

- Please note that you are rating statements that are at the "**Applying"** level of a proposed rubric that covers Durable Skills.
- Please rank each skill on a scale of 1 to 5, with 5 being a great fit and 1 missing the mark.
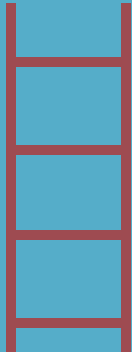- If you rank any of the descriptions a 3 or less, please provide an explanation of why/what's missing.

COMMUNICATION

- Communications (Hybrid/Remote)
- Presentations
- Written Communication
- Verbal Communication
- Negotiation
- Public Relations
- Social Media
- Customer Service
- Public Speaking

COLLABORATION

- Interpersonal Relationships
- Coordinating
- Teamwork
- Scheduling
- Team Building
- Cooperation
- Remote/Virtual Teams

Let's Recap:

What have we heard so far?

04.

Applicability

Hiring for Skills

DURABLE SKILLS
BY AMERICA SUCCEEDS

Imagine a candidate applies for a job with your company...

Let's get specific – what would you trust as an employer?

1) A classroom assessment?
2) An educator's observation?
3) Only a 3rd-party assessment?
4) Only another employer's evaluation (e.g. WBL observation)

What are you willing to put in the game?

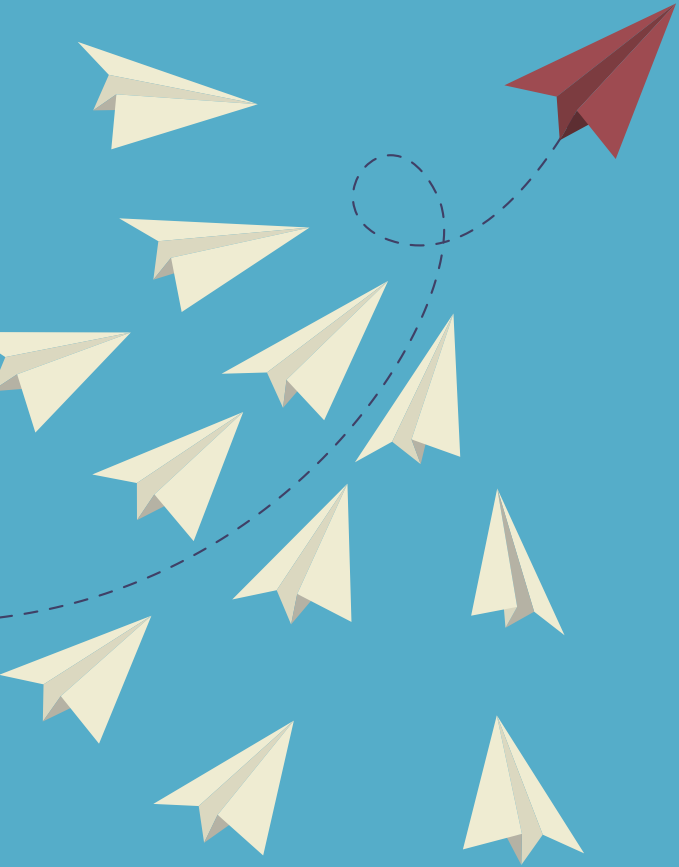What is the value to your company of the 'currency' of employability skills?

What is the biggest challenge you've faced in identifying employability skills in candidates?

Are there any solutions or tools you would like to see?

Let's Recap:

What have we heard so far?

05.

Wrap Up

Recap & Next Steps