



Improving Employer Services

Employers can reduce the time it takes to find the right person for a job when they carefully identify the soft skills required of the position – and communicate that information to workforce developers, using the following process:

1. Identify the soft skill competencies required of the job to be filled. LRI will provide a list of the competencies assessed by each of its programs.
2. It is often helpful to also benchmark effective incumbents now performing the jobs using technology such as LRI's soft skill assessments.
3. Compare the benchmarked results with their initial list of skills – they may not match – and establish which skills will be required of future applicants.
4. Include these soft skills in job-orders and job-postings.
5. Communicate the resulting list of competencies to workforce providers – 1-stops, CBOs, community/technical colleges and schools.
6. Indicate to workforce developers that:
 - They will specify in job-postings and job-orders the soft skills required of a position
 - Applicants without evidence of required competencies may not be considered.
7. Establish with workforce professionals what will constitute credible evidence of soft (and other) skills attainment.
8. Meet regularly with workforce developers to receive and give feedback as to how the system is working and how it might be strengthened.

How does this improve services to employers?

- They see fewer applicants and have a more targeted population to interview.
- People with the soft skills jobs require are productive more quickly and turnover is reduced.
- Applicants better understand the skills required for the job.
- Credentialed applicants provide evidence of where post-employment must continue.