



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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**100 DCS 14.409**

☐ Policy ☒ **Information**

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MassHire DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** June 3, 2021

**Subject:** **Assessing & Developing Soft Skills of Today's Workforce – WorkforceGPS Webinar**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the WorkforceGPS webinar: [Assessing and Developing the Soft Skills of Today's Workforce](#). The webinar is scheduled for Tuesday, June 22<sup>nd</sup> from 1:00 – 2:30. Learn how four organizations are assessing and developing the soft skills of job seekers and students they serve. Speakers will share their real-world experiences with a variety of soft skill assessment tools and their tips for success. Participants will have the opportunity to ask questions and learn how to implement soft skill assessment tools in their own organizations.

**Background:** Employers and workforce professionals alike continue to stress the importance of personal effectiveness competencies, also known as “soft skills.” Despite a common understanding of the importance of soft skills, organizations often struggle to assess and develop these critical skills in today's workforce. In this webinar, presenters will share:

- How they selected a soft skill assessment tool;
- What steps they took to implement the tool in their organization;

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

- Tips and advice for others looking to improve the soft skills of job seekers;
- And much more!

WorkforceGPS is an online technical assistance website created to help build the capacity of America's public workforce investment system. Sponsored by the Employment and Training Administration of the U.S. Department of Labor, WorkforceGPS was developed specifically for workforce professionals, educators, and business leaders. WorkforceGPS is free but does require account registration.

**Action**

**Requested:** Please share this issuance with all appropriate managers, staff and partners.

**Effective:** Immediately