



PROMISING PRACTICE

Training and Supportive Services

Professional Healthcare Opportunity Career Center and Support (PHOCAS) at
Workforce Development Board SDA-83 Inc.

Monroe, LA

Human connection and compassion create a caring workforce.



There are certain skills that students cannot learn from books. Fostering the development of personal and interpersonal skills is strengthening the healthcare workforce in Northern Louisiana.

Professional Healthcare Opportunity Career Center and Support (PHOCAS) at Workforce Development Board SDA-83 Inc. (WDB 83) hosts a monthly workshop, teaching skills that healthcare students may not find in a traditional classroom setting. WDB 83 developed the Essential Skills Workshop in response to a need expressed by the Northeast Louisiana (NELA) Healthcare Alliance for a better-equipped healthcare workforce. NELA Healthcare Alliance is a group of healthcare partners that acts as an advisory board to WDB 83.

While technical skills are important to get a job, healthcare has evolved such that people skills are necessary and important to keep one. It is increasingly important to build relationships with people through acts of listening, presenting ideas, resolving conflict, and keeping an open and honest work environment.

PHOCAS uses employment-focused soft skills to prepare students for their new work environment. Workshops cover positive behavior in the workplace around both

patients and coworkers. These essential skills empower individuals to cope with the stress of daily life, in and out of demanding healthcare training. In addition, PHOCAS's Career Advancement Specialist covers several topics deemed important by local healthcare partners. Students learn about managing time, financial literacy, teamwork, appearance, and resume building. A well-rounded student will be successful both personally and professionally.

Due to the rural layout of the area PHOCAS serves, workshops meet students not only where they learn, but also where they live. Each workshop is at a location and time convenient for students. Through great partnerships with the Workforce Innovation and Opportunity Act (WIOA) and Louisiana Delta Community College, workshops are hosted on local campuses, in American Job Centers, and in community buildings. These locations provide childcare if needed. Some locations offer a "Lunch and Learn" workshop format while others are open in the evening.

The Essential Skills Workshops provide enrichment as well as personal skills for PHOCAS participants.

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