

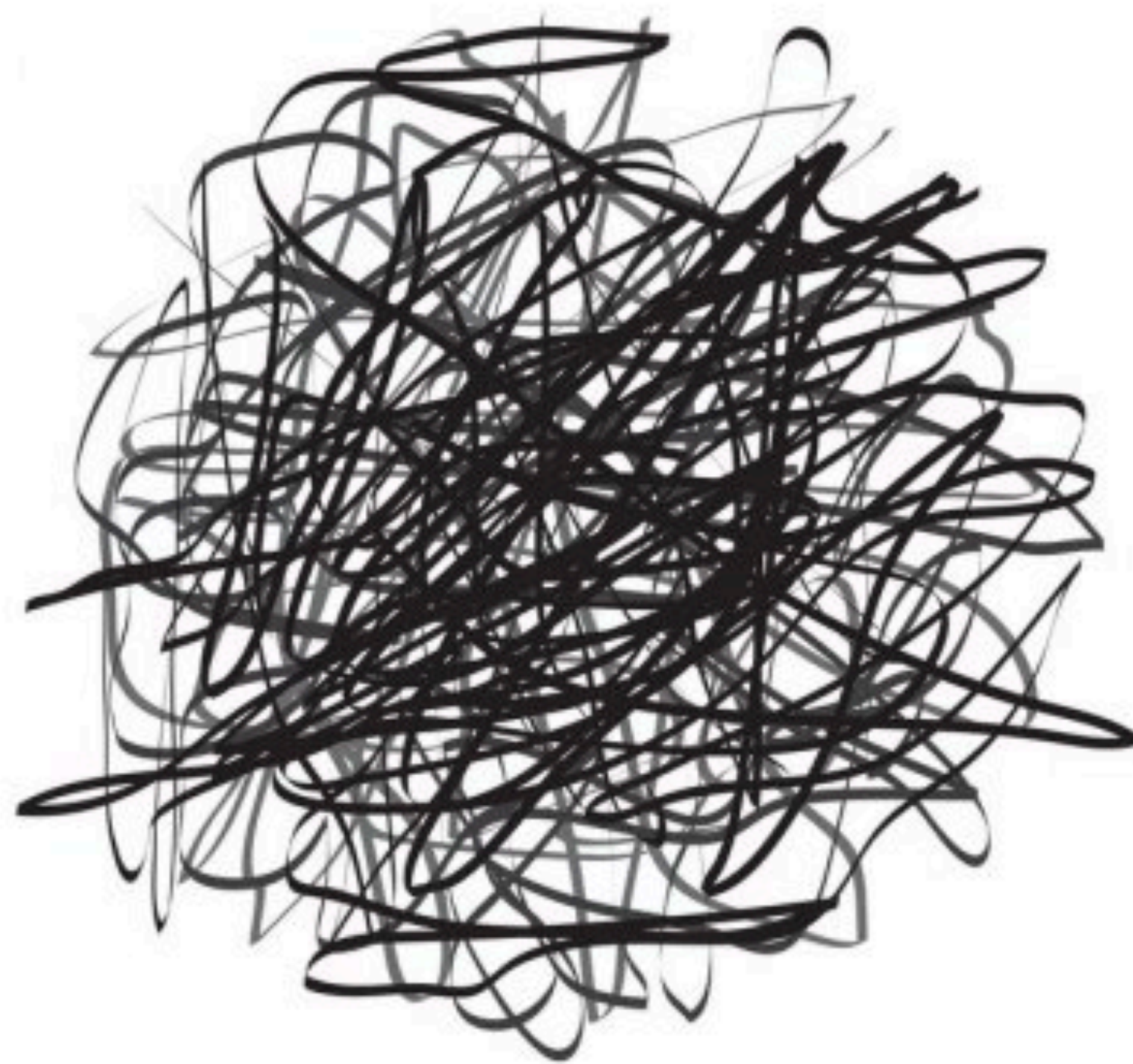
Definitions/Scope
Context
Draft Conclusions



10:28	10:28
EMPLOYMENT OPP!	● C ● D
Title: Office Assistant Job Overview:	ustomer Service Skills: Assist customers physically, on the phone, and online. aily Tasks: Take down orders on the phone, online, and physically. Answer
Molokai Livestock Cooperative 3367 Mauna Loa Hwy Ho'olehua, HI (808)567-6994	missed calls & text message. ● Filing AP(Accounts Payable) & AR(Accounts Receivable) accounts ● Marketing Skills: Ability to market on online platforms such as Instagram, Facebook...etc ● Tech Able: Ability to use various softwares such as google docs, spreadsheet, forms, word document...etc
As the Office Assistant at the Molokai Livestock Cooperative, your role is crucial to the success of the business. You will be responsible for assisting customers with their orders, processing payments, and managing inventory. Your duty is to assist customers with their orders, processing payments, and managing inventory. You will be responsible for assisting customers with their orders, processing payments, and managing inventory.	Qualifications: Must be of working age, High School Diploma or GED, Must be able to lift at least 40 lbs or more, must be Reliable and Hardworking.
Responsibilities & Duties ● Communication Skills: Ability to work with customers, admin, and coworkers.	Recommended Skills: -Communication Skills (ability to talk & find solutions with co-workers, vendors, and customers) -Customer Service Skills (help customers, answer phone calls, take down orders, find solutions in handling customers...etc) -Computer skills -Flexibility in Schedule (Mon-Fri from 8:00am-1:00pm) -Creative Ability (create special offers, design label, ability to create meat packages...etc) -Personal Transportation(ability to arrive at work on time, ability to do deliveries...etc) -Must be of age to work -Marketing Skills (Instagram, Facebook, & on Official M.L.C Website) -Ability to lift 10- 40lbs of product -Ability to generate MLC Forms -Filing Skills -Ability to take down inventory
ustomer Service Skills: Assist customers physically, on the phone, and online. aily Tasks: Take down orders on the phone, online, and physically. Answer missed calls & text message. ● Filing AP(Accounts Payable) & AR(Accounts Receivable) accounts ● Marketing Skills: Ability to market on online platforms such as Instagram, Facebook...etc ● Tech Able: Ability to use various softwares such as google docs, spreadsheet, forms, word document...etc	Employment Perks:

“In a time of drastic change it is the learners who inherit the future. The learned usually find themselves equipped to live in a world that no longer exists.”

- Eric Hofer



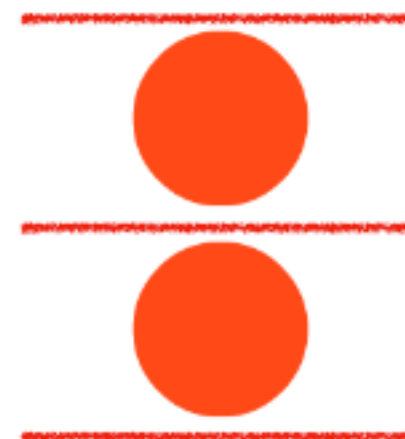
THE FUTURE IS NOT GOOGLE-ABLE.

- WILLIAM GIBSON



Workforce Resiliency Initiative

Develop a State of Hawaii workforce resiliency action plan based on the needs of employers to prepare for and mitigate the ~~next~~ economic emergency through re-training, up-skilling, and stewarding Hawaii's workforce.





“This is the best time for people who have the right skills and right education because there are tremendous opportunities,” van Dam said.

“It’s also the worst time in history for people with ordinary skills and education.”

(Global chief learning officer at McKinsey & Co)

2017

New Baseline of Skills



Approach

- Research Future Job Needs: Gather feedback and information through a series of individual and small group interviews of WDC board members and stakeholders to determine future needs of employers relative to workforce jobs, tasks, and skills;
- Identify already resilient sectors, industries, and/or organizations and companies and determine transferrable best practices;
- Develop collaborative relationships for more insight and to leverage resources;
- Synthesize data and develop strategic goals and action steps.

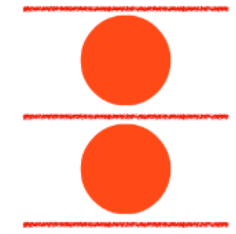
**THE FUTURE IS ALREADY HERE — IT'S
JUST NOT VERY EVENLY DISTRIBUTED.**

- WILLIAM GIBSON



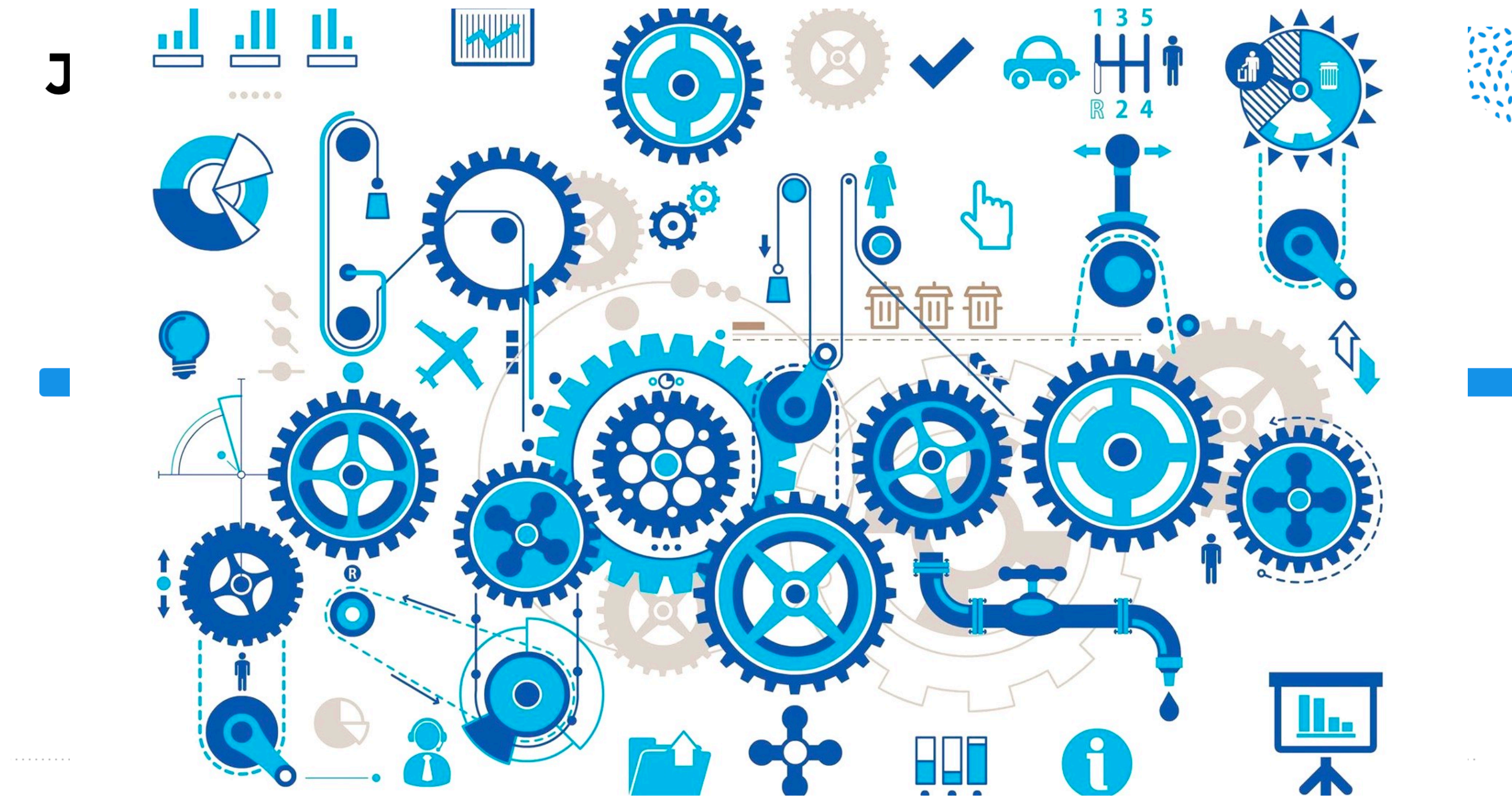
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What Do We Know About the...

- Jobs
- Tasks
- Skills



2022 Skills Outlook

Growing

- 1 Analytical thinking and innovation
- 2 Active learning and learning strategies
- 3 Creativity, originality and initiative
- 4 Technology design and programming
- 5 Critical thinking and analysis
- 6 Complex problem-solving
- 7 Leadership and social influence
- 8 Emotional intelligence
- 9 Reasoning, problem-solving and ideation
- 10 Systems analysis and evaluation

Declining

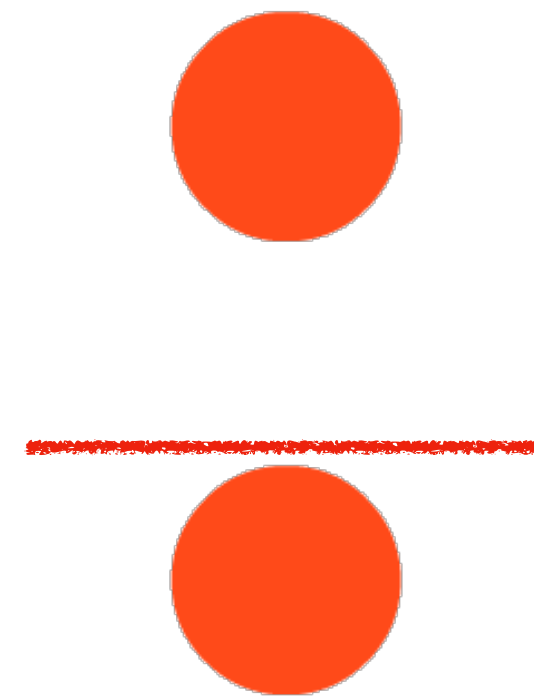
- 1 Manual dexterity, endurance and precision
- 2 Memory, verbal, auditory and spatial abilities
- 3 Management of financial, material resources
- 4 Technology installation and maintenance
- 5 Reading, writing, math and active listening
- 6 Management of personnel
- 7 Quality control and safety awareness
- 8 Coordination and time management
- 9 Visual, auditory and speech abilities
- 10 Technology use, monitoring and control

**“The best way to predict your
future is to create it.”**

Resiliency

+

1



**Training
Skilling
Re-training
Re-skilling
Up-skilling** **>** **Learning**

*People with barriers to the workforce is a unique kulena

"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn."

— Alvin Toffler



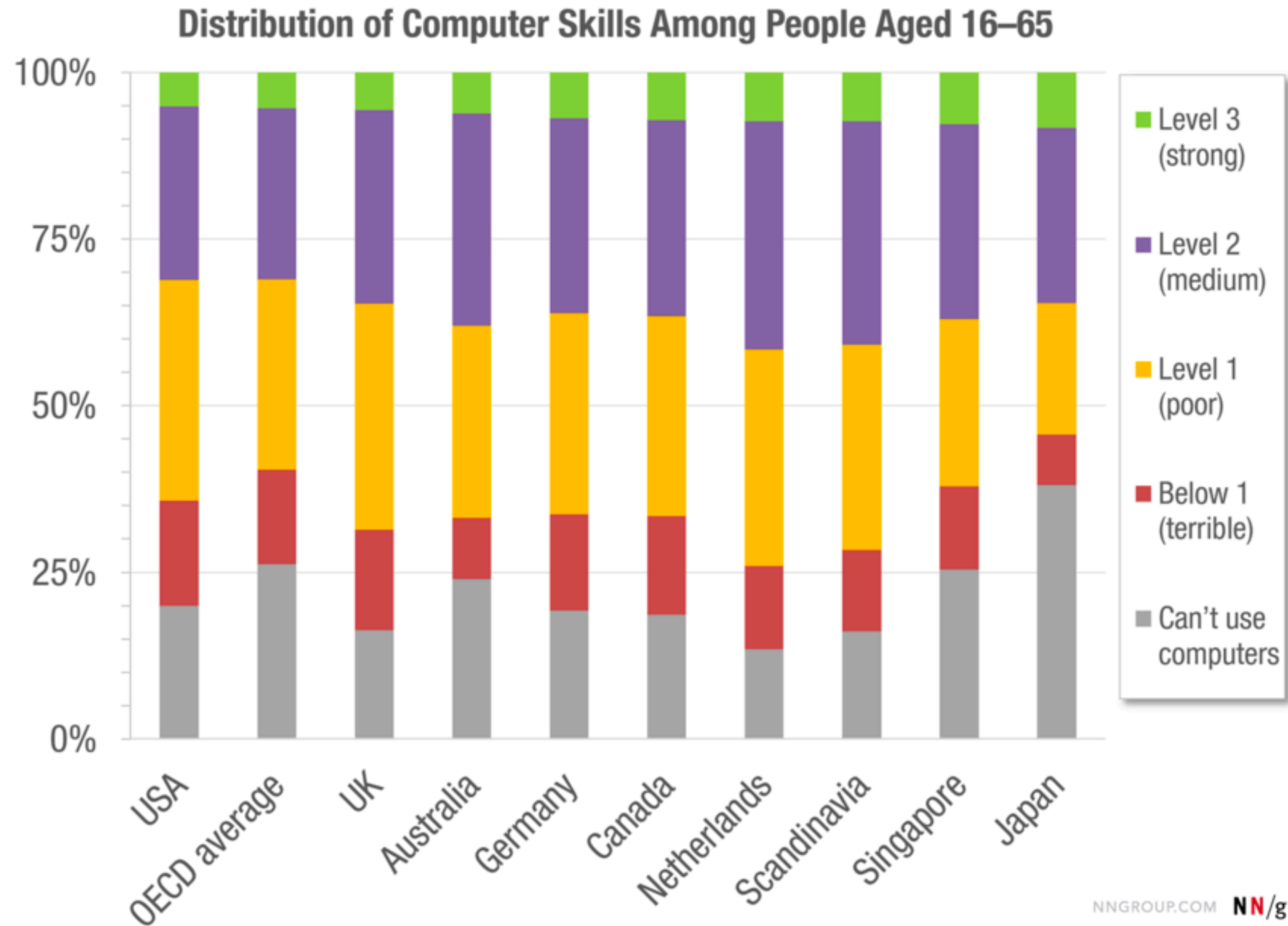
3 Components of New Baseline

1. Computer and Digital Skills

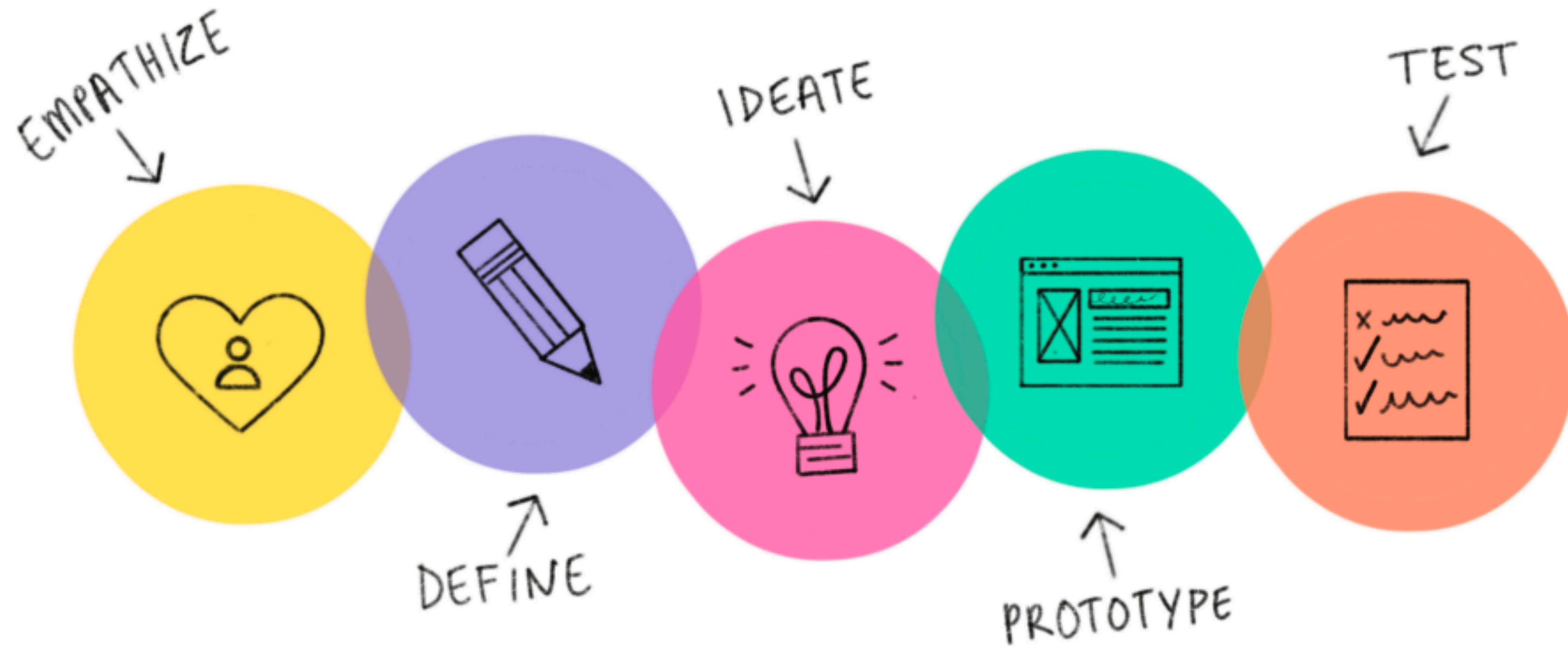


2017 OECD Survey of Adult Skills

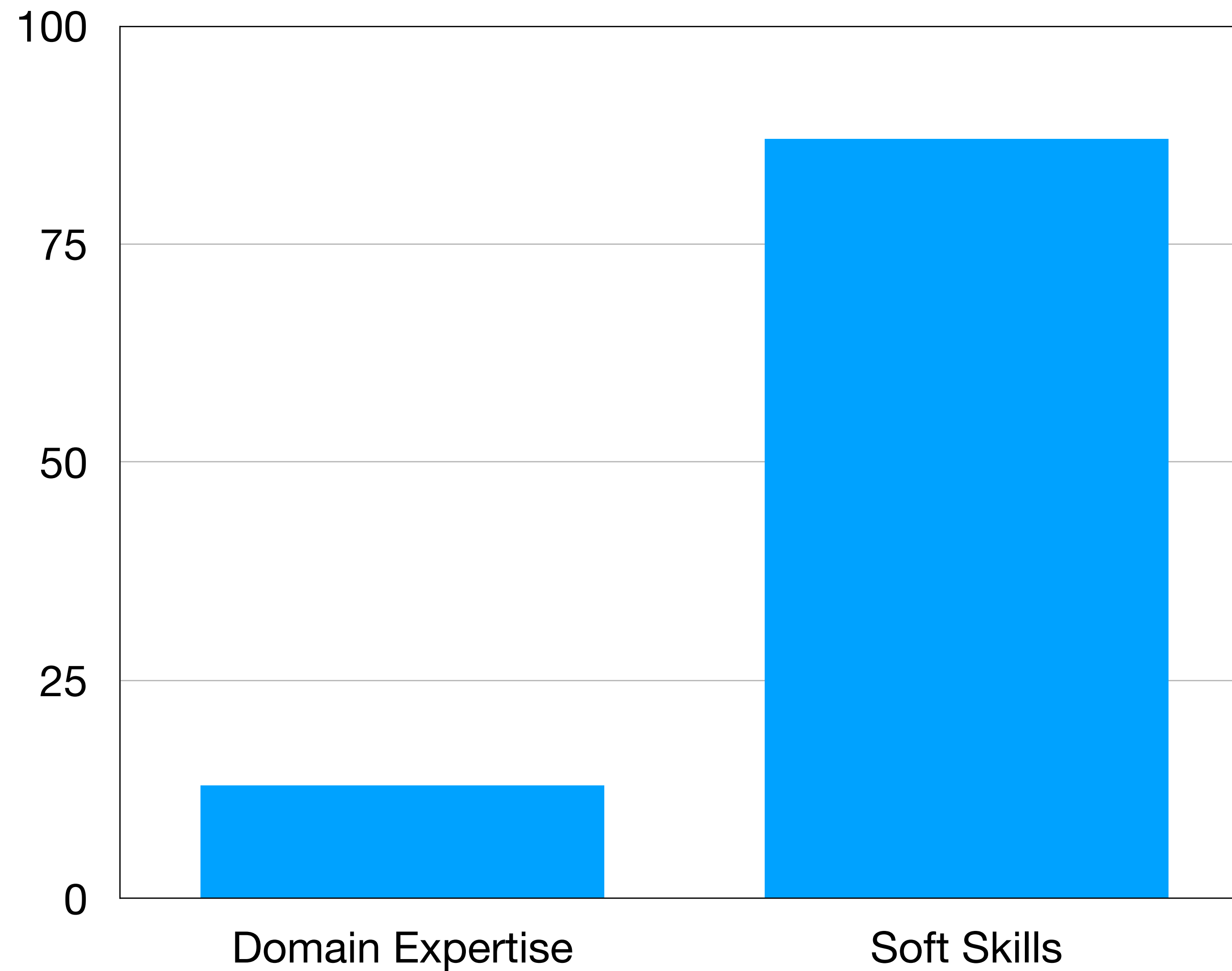
Organisation for Economic Cooperation and Development



2. Problem-Solving Skills



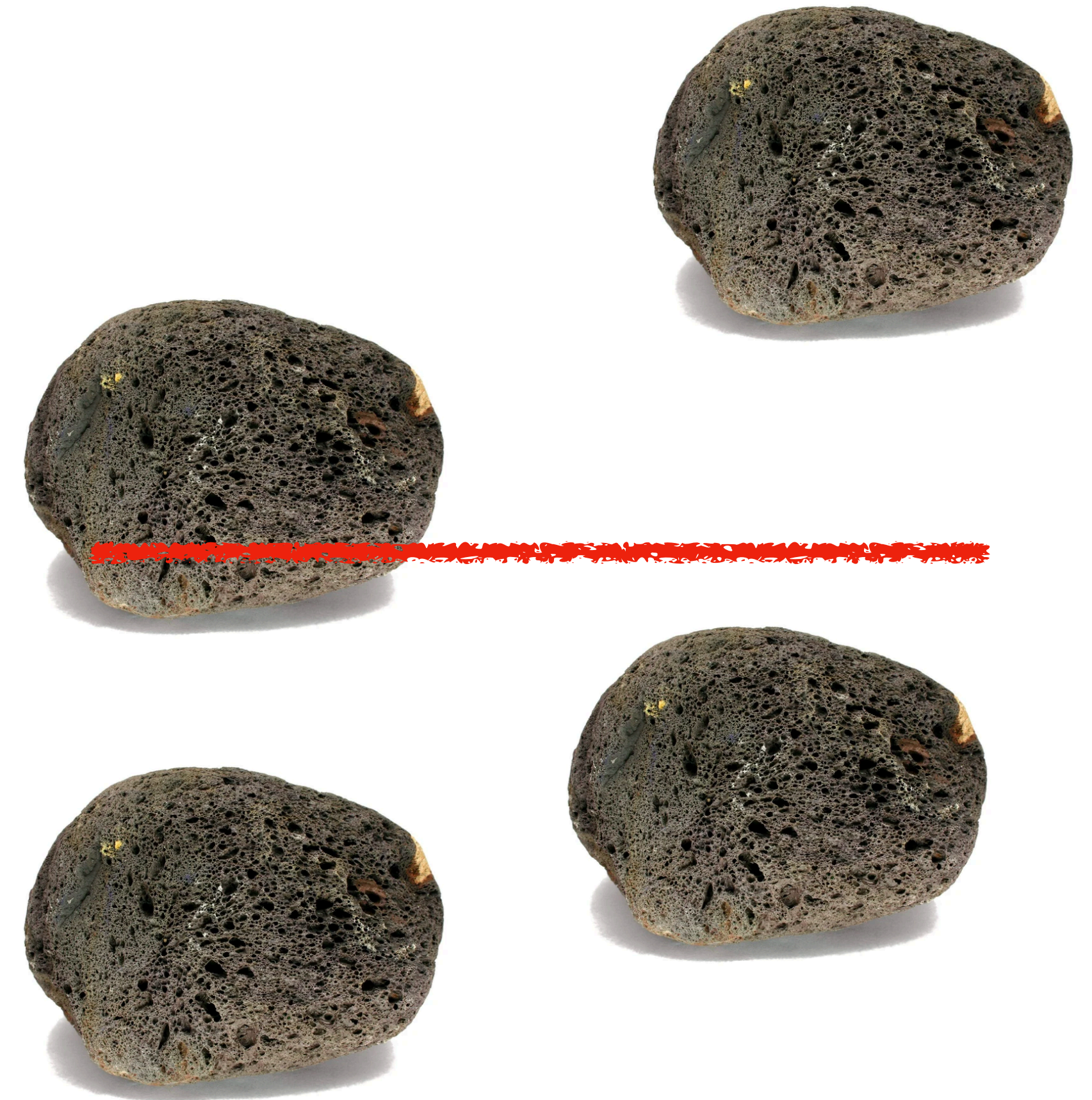
3. Professional Skills



Harvard University, the Carnegie Foundation and Stanford Research Center

Resiliency + 1

- Expand/support already resilient industries/ sectors (e.g. healthcare, technology, construction, energy);
- Up-skill Technology Skills i.e. Computer and Digital literacy;
- Re-train Professional/Soft skills e.g. Collaboration, communication, creative problem-solving;



How many and how much?





Queen Ka'ahumanu

**“Many are the people...few
are the books.”**

91%

3-years
\$10 million

Role of WDC: facilitate, participate, and coordinate statewide efforts towards workforce resiliency.

Board Member Roles

The following description of board member roles in workforce development was inspired by Malcolm Gladwell's book *The Tipping Point: How Little Things Can Make a Big Difference* (2000). Our intention in adapting Gladwell's description of the types of people who are crucial to any "social epidemic" is to provide a streamlined model for board member involvement in the public workforce development system.

WDC board members advance workforce development initiatives by being:

Connectors

WDC board members serve the community as Connectors who leverage their networks and professional circles to spark cross-sector partnerships. They make introductions and bring together people from diverse backgrounds to develop innovative workforce development solutions and programs.

Experts¹

WDC board members serve the community as Experts who provide information and insights about their industries and areas of specialty. They provide current marketplace data and share early knowledge of emerging industry trends or movement by major industry players to advise the Governor and other policymakers.

Salespeople

WDC board members serve the community as Salespeople who persuade others to support workforce development programs in Hawai'i. They endorse and champion publicly funded workforce development programs and inspire others to contribute their time, funding, resources and expertise.



One young man asked me for a book yesterday, and I inquired of him who his teacher was. He replied, “My desire to learn, my ear, to hear, my eye, to see, my hands, to handle, for, from the sole of my foot to the crown of my head I love the palapala.”

Kamehameha II

Who should we be talking to?
Who should you be talking to?

*He 'A'ali'i ku makani mai au;
'a'ohe makani nana e
kula'i.*

