



A Behavioral Approach to Soft Skills

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About Us



Jen Frakes MA, BCBA

- ▶ Master's level, Board Certified Behavior Analyst
- ▶ Owns Behavior Resource LLC
- ▶ Provides ABA therapy (Applied Behavior Analysis)
- ▶ Works with children and adults diagnosed with developmental disabilities, emotional disorders etc., in schools, homes, and work environments.

Michael Frakes BB

- ▶ Bachelor's degree in Business
- ▶ Parent of an adult with a mental illness
- ▶ Advocate for families who have children with special needs.
- ▶ Networks with community resources and families



A behavioral approach to soft skills

Defining, measuring, and teaching soft skills.



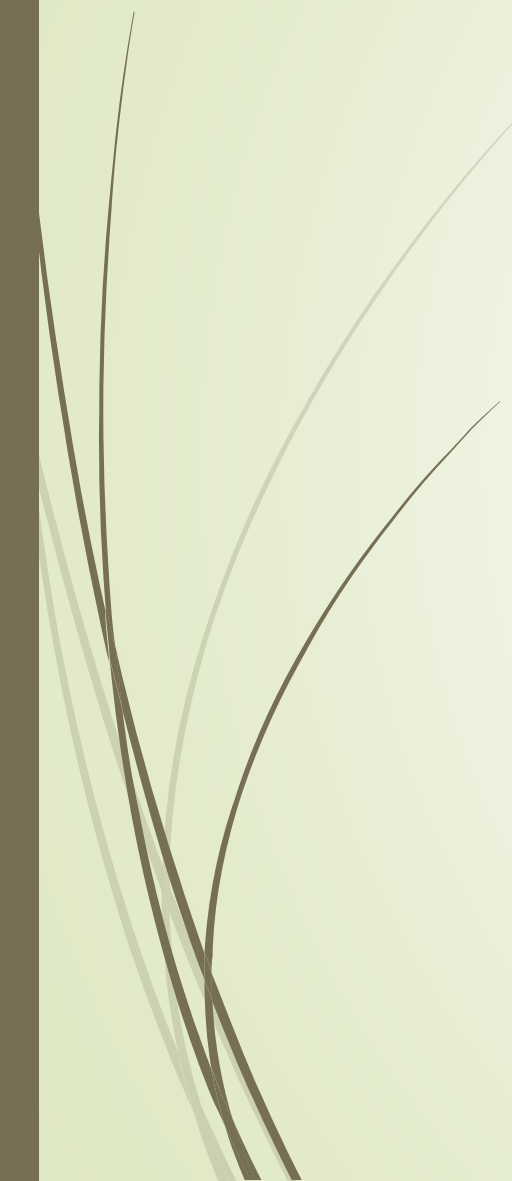
What is the definition of soft skills?

It depends...

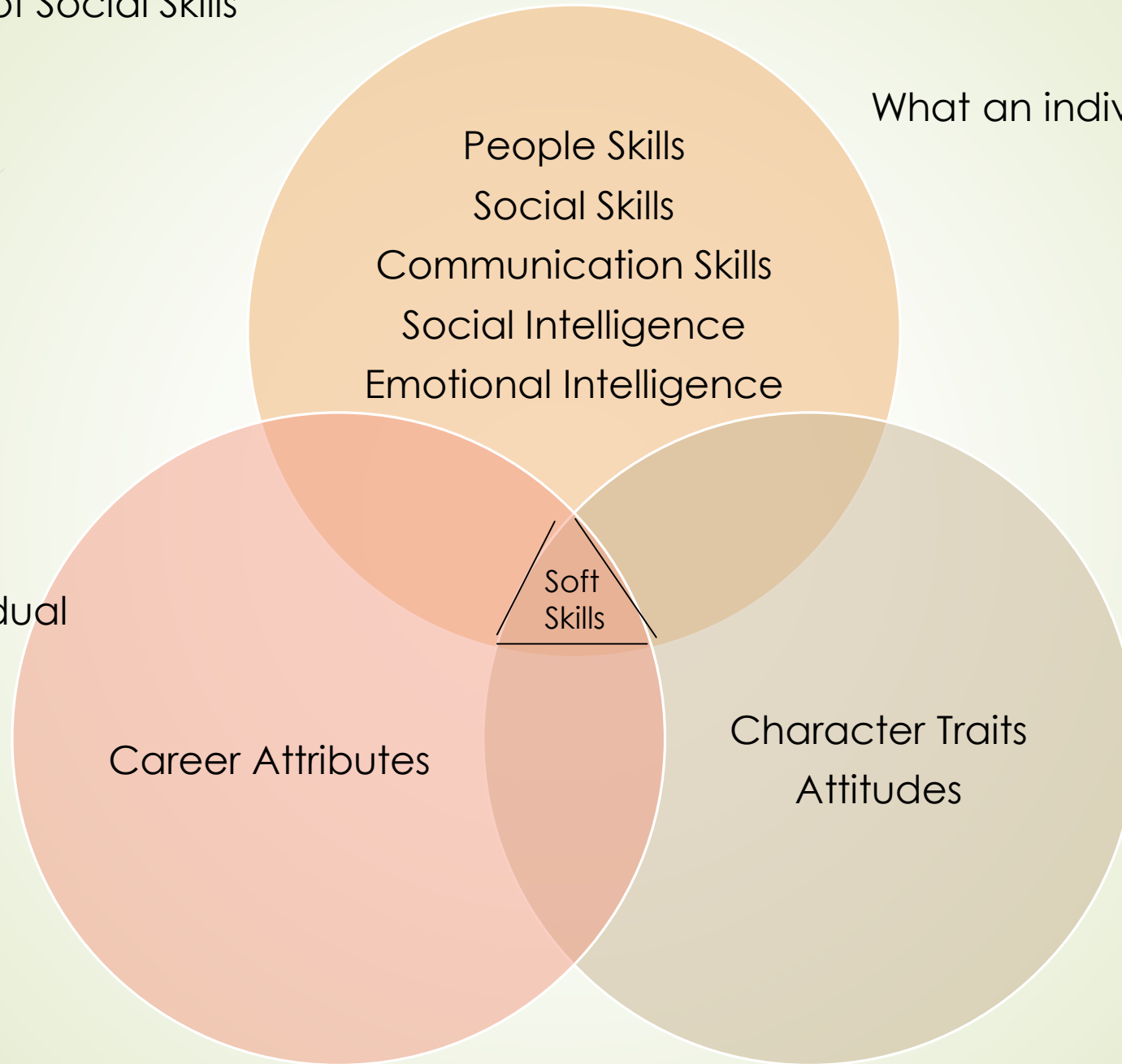
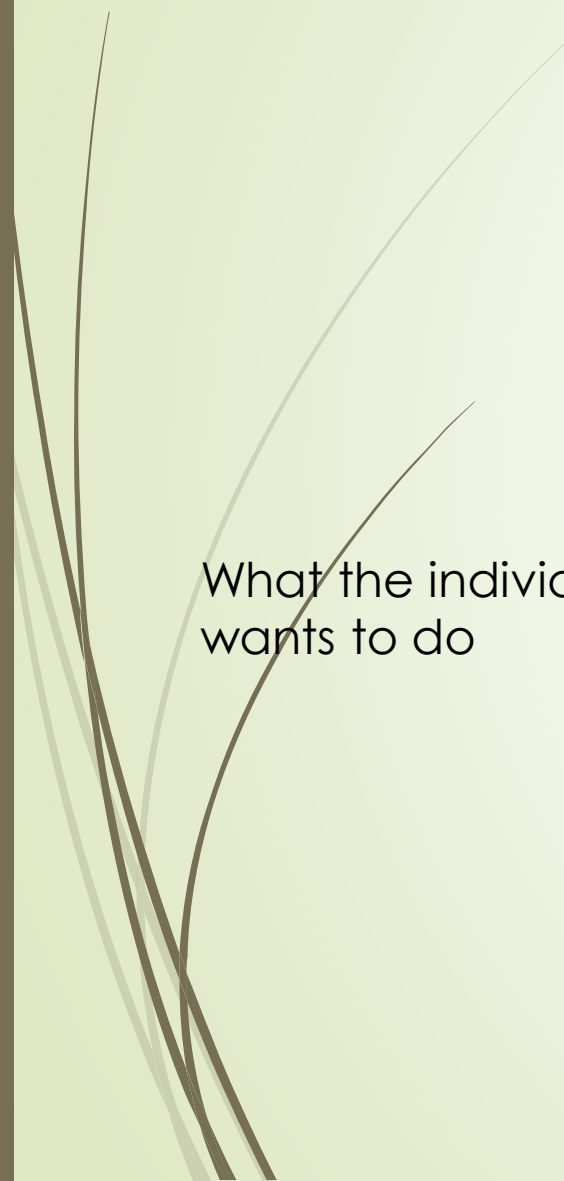
- Definitions can be vague and conceptual.
 - EX-confidence, optimism, flexibility, problem solving



Soft Skills – Generally Accepted Definition

- Social skills in the work place
 - People skills
 - Habits that employers want employees to possess
 - A combination of people skills, social skills, communication skills, character traits, attitudes, career attributes, social intelligence, and emotional intelligence that enable people to effectively perform in the work environment.
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Types of Social Skills



What an individual does

What the individual wants to do

How the individual is viewed



Types of Soft Skills

What an individual does

- ▶ Social Intelligence
- ▶ Emotional Intelligence
- ▶ Communication Skills
- ▶ Social Skills
- ▶ People Skills

How the individual is viewed

- ▶ Character Traits
- ▶ Attitudes



Measuring Social Skills in the Workplace

- 1-Socially appropriate behaviors that are necessary for a person to display at a job that requires an employee to independently interact with customers or staff on a daily basis.
- 2-Socially appropriate behaviors that are necessary for a person to display at a job that requires an employee to independently interact with staff and products on a daily basis.
- 3-Socially appropriate behaviors that are necessary for a person to display at a job that requires an employee to independently interact with products on a daily basis.



Soft Skills

- ▶ 1 - Socially appropriate behaviors that are necessary for a person to display at a job that requires an employee to independently interact with customers or staff on a daily basis.
 - ▶ Ex- Working as a receptionist in an office
 - ▶ Ex- Being a college student
 - ▶ Ex- Working as a tour guide
 - ▶ Ex- Working as an aid in a Day Care



Soft Skills

- ▶ 2-Socially appropriate behaviors that are necessary for a person to display at a job that requires an employee to independently interact with staff and products on a daily basis.
 - ▶ Ex- Working in a grocery store as a cashier or bagger
 - ▶ Ex- Working as a receptionist in a hair salon
 - ▶ Ex- Stocking shelves during open store hours
 - ▶ Ex-Working on an assembly line
 - ▶ Ex-Conducting janitorial work during open hours

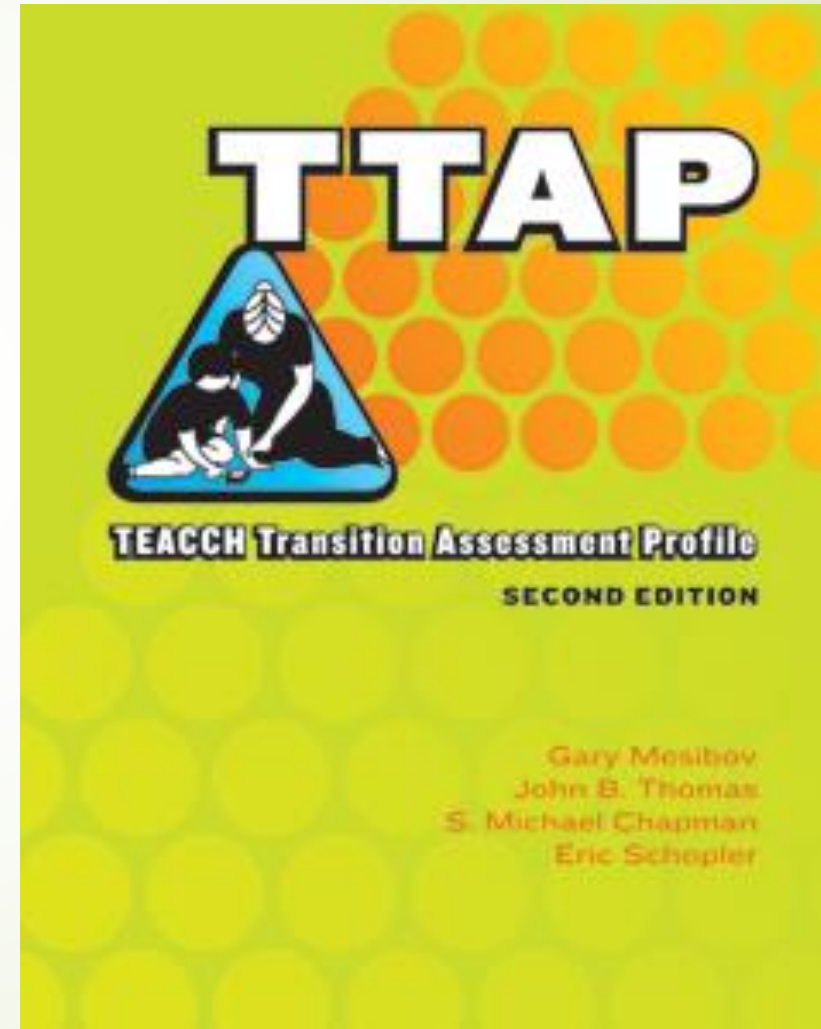


Soft Skills

- ▶ **3**-Socially appropriate behaviors that are necessary for a person to display at a job that requires an employee to independently interact with products on a daily basis.
- ▶ Ex-Working in a sheltered work shop
- ▶ Ex-Stocking shelves when store is closed
- ▶ Ex-Cleaning offices when they are closed

TTAP Transition Assessment Profile

A comprehensive test that was developed for adolescent and older children with autism spectrum disorders who have transitional needs.





TTAP Transition Assessment Profile

- ▶ Who can use this assessment?
 - ▶ Educators, parents, counselors, and care providers.
- ▶ What does it measure?
 - ▶ The TTAP helps providers identify an individual's transition goals, strengths, and weaknesses in 6 functioning areas.



TTAP
Transition Assessment Profile

6 functional skill areas

1. Vocational Skills
2. Vocational Behavior
3. Independent Functioning
4. Leisure Skills
5. Functional Communication
6. Interpersonal Behavior



TTAP- Examples of Vocational Skills

- 1. Is not distracted by noise
- 2. Works without supervision
- 3. Works neatly and systematically
- 4. Asks for help when needed
- 5. Responds to corrections
- 6. Tolerates interruptions
- 7. Works independently
- 8. Asks for help when needed
- 9. Recognizes authority figures and accepts supervision
- 10. Shows respect for property, rules, and regulations



Teaching Soft Skills

- Pick skills that are relevant to the job
- Define it and measure it
- Teach it using least to most prompting (Say, Model, Do)
- Measure it daily, weekly, and monthly
- Make changes to teaching if the student is not making progress



Teaching Soft Skills

- ▶ Teach in the actual environment and/or with the actual materials
- ▶ Use photos of the actual item in visual schedules
- ▶ Use flow charts for problem solving situations that will have many “correct answers.”
 - ▶ microwave
- ▶ Teach a self advocacy.
 - ▶ Set up situations in which the individual has to ask for help from someone across the room in order to complete a task.
 - ▶ Set up situations in which the individual receives praise for stating, “I don’t know.”
- ▶ Try to teach all skills to an Independent Level.

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