

CRACKING THE CODE

The Power of Soft Skills in Building
Resilient First Responders



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Agenda

01 Soft Skills in Public Safety

02 Symptoms of the Gap

03 Leveraging Soft Skills in the Public Sector

04 It's the Measurement that Matters

05 Q&A

01 Soft Skills in Public Safety

Contrary to hard skills that measure technical abilities (typing, coding, reading a map, climbing a ladder), **soft skills measure who we are, rather than what we've done or what tasks we are capable of completing.**

In job analysis, soft skills are always present in the **KSAOs**.



01 Soft Skills in Public Safety

POLICE | FIRE DEPT

A close-up photograph of a police car's emergency light bar, showing red and blue lights flashing. The car is dark, and the background is blurred.

- Integrity
- Self Control
- Dependability
- Teamwork
- Orientation
- Learning Agility

911

A photograph of a 911 dispatcher, seen from behind, sitting at a workstation with multiple computer monitors displaying maps and data. The room is dimly lit with blue light from the screens.

- Stress tolerance
- Streets & Code
- Rule Consciousness
- And the list goes on..

02 Symptoms of the Gap

Catastrophic policing incidents occur not because we didn't evaluate the officers' cognitive ability or reading comprehension, but because the officers lacked the integrity & self control in difficult situations

Fire departments spend millions hiring people willing to put out fires, but don't evaluate their desire to serve as a paramedic

911 centers hire for listening and typing skills, but can't assess resilience to distressing calls.

The Public Sector aims to prioritize Diversity, yet it leans on hard skills that may disadvantage certain populations, and requires resumes to meet very specific criteria



Leveraging Soft Skills in the Public Sector

01 TALENT ACQUISITION

- Police Oral Boards
- 911 Caller Selection
- Fire Fighter Academy

02 CULTURE MATCHING

Agency Values Match

03 TALENT INSIGHTS

- Predicting Resilience, Integrity, Stress Tolerance, Safety Behavior
- High Performing / Long Tenure Characteristics

04 TALENT MATCHING

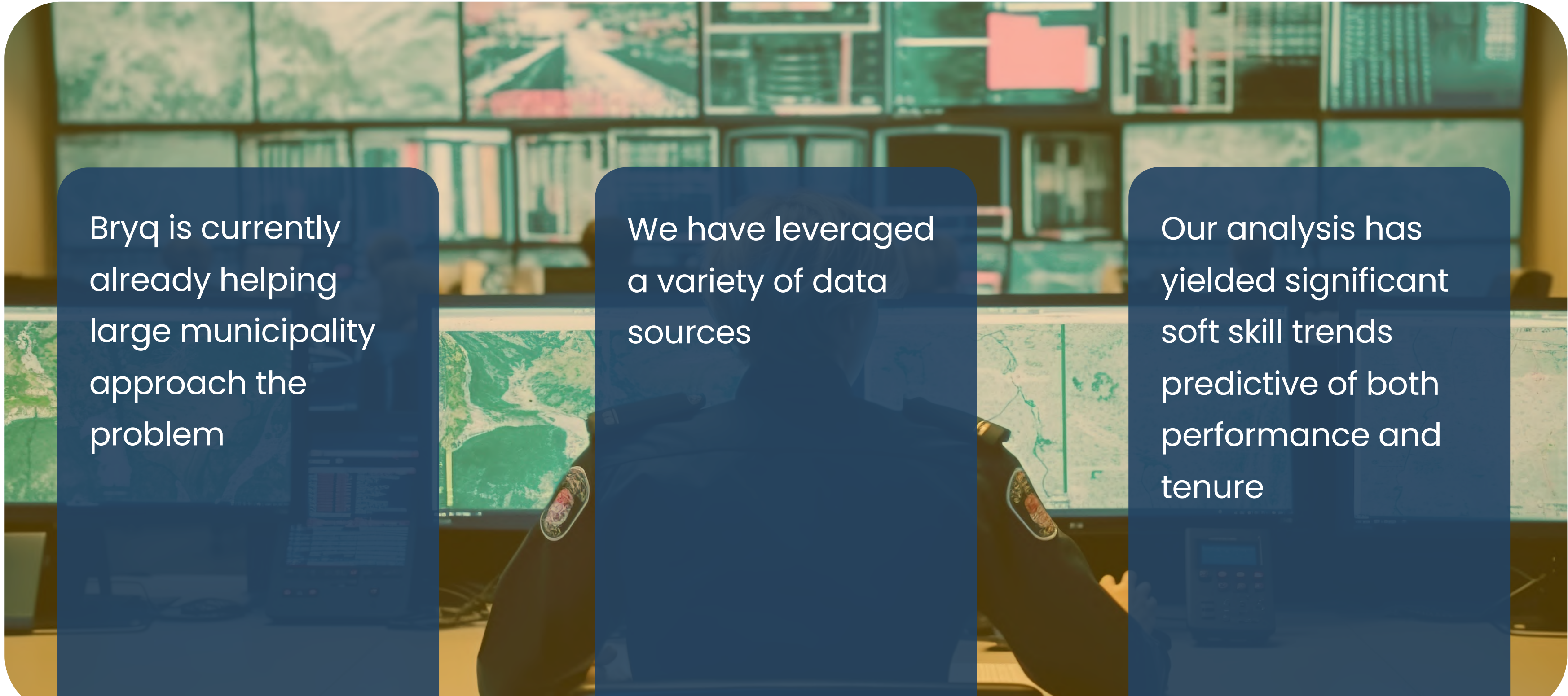
- Reduction in Force (RIF) transfers
- Diversity Center of excellence
- Fire Department Stations
- Police Position Mobility

05 TALENT DEVELOPMENT

- Safety Trainings
- Academy Training
- Leadership Development



04 It's the Measurement that Matters



Bryq is currently already helping large municipality approach the problem

We have leveraged a variety of data sources

Our analysis has yielded significant soft skill trends predictive of both performance and tenure

Raise
your hand
and let's discuss!



THANK YOU

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