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Essential Skills Seminar

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Partners

Hawkesbury Chamber of Commerce

Association Canadian Community Colleges

Hawkesbury Commercial and Tourism Association

Human Resources and Skills Development Canada

Essential Skills For The Changing Workplace (CET, Mississauga)

EMPLOYERS



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Project objective

➤ Increase business productivity

La Cité collégiale in partnership with Hawkesbury Chamber of commerce would like to provide necessary tools to employer to permit them to increase productivity then become more competitive.

➤ Qualified Manpower

Having qualified people and developing a human resources program, may increase employees satisfaction and retain them. Employers may take advantage to progress at a lower cost.



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Workshop Objectives

- Describe Essentials Skills project
- Identify 9 Essential Skills common to all workplaces and occupations
- Present Essential Skills profiles
- Introduce Essential Skills Tools
- Review Benefits of implementing Essential Skills framework
- Show how we can help organizations introduce Essential Skills in the workplace



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What are Essential Skills?

- Essential skills are the skills that people need for work, learning and life. They are used in the community and at the workplace. They provide the foundations for learning all other skills and enable people to evolve in their job and adapt to workplace change.



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What are Essential Skills

- Reading Text
- Document Use
- Numeracy
- Writing
- Oral Communications
- Working with Others
- Continuous Learning
- **Thinking Skills**
- Computer Use

-
- Critical Thinking
 - Problem Solving
 - Decision Making
 - Job Task Planning and Organizing
 - Significant Use of Memory
 - Finding Information



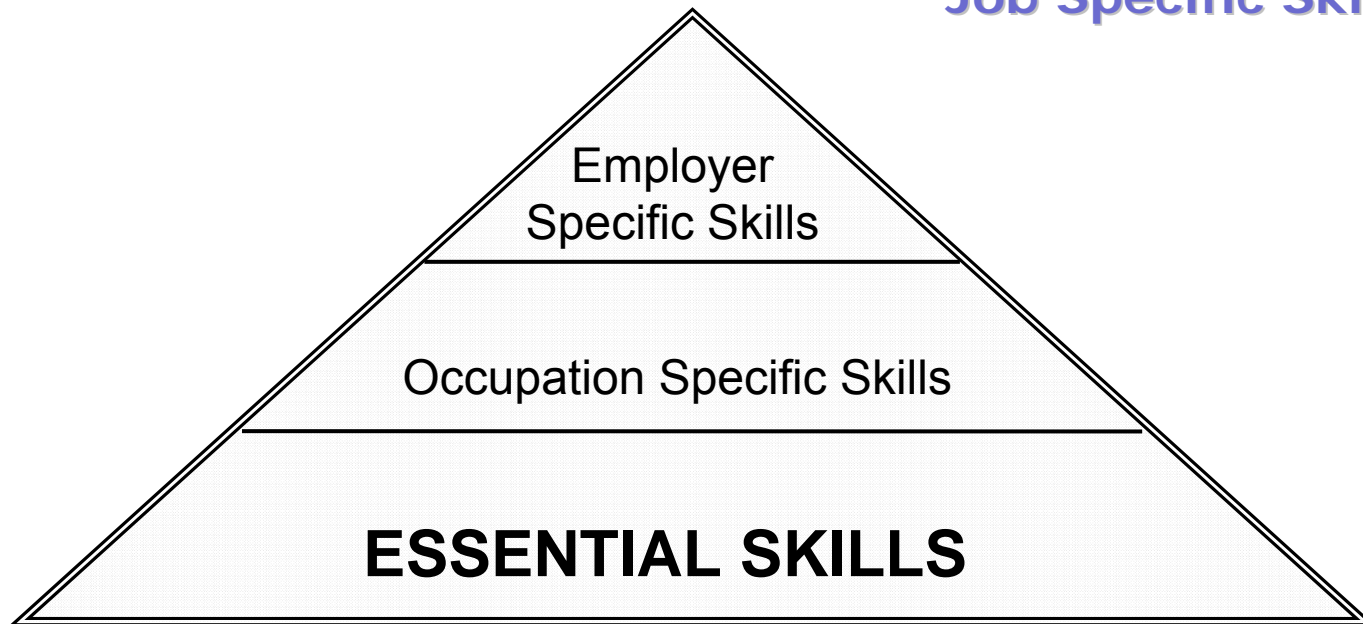
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Where Do Essential Skills fit with Job Specific Skills



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How Do Essential Skills Impact The Workplace?

Financial performance and productivity rely on skilled people

Shrinking labour force – a declining birth rate and an ageing workforce are creating greater competition for skilled people

Increasing competition – the ability of Canadian organizations to win in a competitive global marketplace depends on an adequate supply of highly skilled people

Rising skill requirements

Nationally about 42% of Canadians have literacy scores below level 3



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Essential Skills Issue within your organization

Are you experiencing any of the following issues in your workplace:

- High staff turnover?
- High absenteeism?
- Low motivation and/or productivity?
- Employees who resist change?
- On the job accidents?
- Difficulty meeting your business goals?



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Why are Essential Skills Important?

- Foundation skills that make it possible to learn occupation-specific skills
- The term ``Essential Skills`` replaces narrow term such as literacy or ``basic skills``
- Needed for life, learning and work
- Impact the performance of most workplace tasks
- Increase people's ability to adapt to change and keep job



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1. Reading

Understanding materials written in sentences or paragraphs

Typical Applications

Scan for information or overall meaning.

Workplace Examples

A sales agent have to find a price of an item in 15 different suppliers books.



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2. Document Use

Finding information in various types of documents, such as tables or forms

Typical Applications

Understand information on graphs or charts

Workplace Examples

A bricklayer interprets blueprints to determine the height, length and thickness of walls



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3. Numeracy

Using numbers and thinking in quantitative terms to complete tasks

Typical Applications

Perform scheduling, budgeting or accounting activities.

Workplace Examples

Payroll clerks monitor vacation entitlements to prepare budget and scheduling forecasts.



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4. Writing

Communicating by arranging words, numbers and symbols on paper or a computer screen.

Typical Applications

Write an analysis or a comparison.

Workplace Examples

HR professionals write recommendations on issues such as workplace health and safety.



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5. Oral communication

Using speech to exchange thoughts and information

Typical Applications

Provide or obtain information.

Workplace Examples

Office clerks take messages and share information by phone and in person.



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6. Working with Others

Interacting with others to complete tasks

Typical Applications

Work jointly with a partner or helper.

Workplace Examples

Municipal engineers work with technicians, inspectors, and suppliers to complete construction projects.



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7. Continuous Learning

Participating in an ongoing process of improving skills and knowledge.

Typical Applications

Learn on the job, formal training, self-study etc.

Workplace Examples

Retail sales associates improve their skills and knowledge by attending sales training and reading product brochures.



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8. Thinking Skills

Finding and evaluating information to make rational decisions or to organize work

Typical Applications

Identify and resolve problems.

Workplace Examples

Paramedics diagnose a patient's condition based on medical charts and their observations. They use their judgment to start an appropriate treatment plan.



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9. Computer Use

Using computers and other forms of technology

Typical Applications

Use of different forms of technology, fax, computer, scanner, projector etc.

Workplace Examples

Telephone operators use customized software to scan databases for telephone numbers or long distance rates.



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Essential Skills Framework



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Essential Skills Profiles

Describe how each Essential Skill is used by workers in an occupation group

Over 300 profiles posted on the HRDC Essential Skills website

Each Profile Includes:

- occupation description
- most important ES
- task examples
- Future trends
- Physical aspects
- Complexity levels



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What Are Complexity Levels?

- A rating tool for measuring skills
- Address differences in skill requirements between occupations
- Complexity level 1 (basic tasks) to complexity level 4 or 5 (advanced tasks)



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Complexity Levels - Numeracy

Level 1

- **Cashiers** handle cash, credit card and debit transactions and provide change

Level 2

- **Executive Assistants** calculate travel claims using specific per diem and kilometer rates; compare expenditures to budget allocations to ensure they are within budgets



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Complexity Levels - Numeracy

Level 3

- **Human Resource Professionals** calculate the cost of compensation and benefit options to determine affordability

Level 4

- **Loan Officers** calculate capital amounts, interest charges, payments and outstanding amounts for mortgages and loans; mortgage specialists calculate total amount of interest clients can save by discharging current mortgages and getting new mortgages at lower interest rates



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Complexity Levels - Numeracy

Level 5

- **Small Business Owners** prepare annual business plans; create and monitor budgets and schedules for the short, medium and long term; keep account of sales, production, human resources and overall financing



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Who Can Essential Skills Help?

- Students
- Teachers
- Job Seekers
- Career Counsellors
- Curriculum Developers and Trainers
- Employees
- **Employers**



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How Can Essential Skills Help Employers?

Understand Essential Skill Levels

- Assessment Tools
- Learning Tools
- Training Support

Enhance Recruiting Practices

- Job Descriptions
- Interviewing and Selection



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Essential Skills Toolkit

Assessment Tools for the Workplace

- Organization Needs Assessment
- Workplace Survey
- Workplace Check-up
- Hiring Checklist
- Reading Indicator
- Document Use Indicator
- Numeracy Indicator
- On-line Indicator
 - Document Use – Levels 1 -3
 - Numeracy, Levels 1 - 3



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Essential Skills Toolkit

Paper-based self assessments for individuals

- Oral Communication Self-Assessment
- Computer Use Self-Assessment
- Writing Self-Assessment
- Reading Self-Assessment
- Document Use Self-Assessment
- Numeracy Self-Assessment
- Continuous Learning Self-Assessment
- Working with Others Self-Assessment



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Test OF Workplace Essential Skills (TOWES)

- TOWES assesses 3 workplace Essential Skills
 - reading text
 - document use
 - numeracy
- Test versions
 - Gen 1: Levels 1 and 2
 - Gen 2: Levels 2 and 3
 - Gen 3: Levels 3 and 4
 - Sectors: Office and Administration and Manufacturing
- Pencil and paper test
- Test taker placed in the role of a worker who must process information to complete workplace specific tasks



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Essential Skills Toolkit

Learning Tools

- Tip Sheets
 - Oral Communication
 - Working with Others
 - Reading
 - Writing
 - Document Use
 - Computer Use
- Problem Solving Guide
- Passport
- Portfolio



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Essential Skills Toolkit

Training Support

- Taking Action: An Introduction
- Taking Action: A Guide
- Job Enhancement and Essential Skills
- Mentoring and Essential Skills
- Essential Skills Interview Assistant



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How Can Essential Skills Help Employers?

Enhance Recruiting Practices

- Job Descriptions
- Interviewing and Selection



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Job Descriptions

- Select Essential Skills Profile(s)
- Search by:
 - Occupation
 - Keyword
 - Most important skills
 - Skill Levels
- Determine Essential Skills required for job
- Select most relevant tasks
- Add any company specific tasks



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Interviewing and Selection

- Start with a good job description to recruit for clearly identified skills
- Include Essential Skills in job ads
- Screen resumes for specific skills
- Write job-specific interview questions for the tasks identified in the job descriptions
- Use specific on the job situations to demonstrate specific skills
- Use Hiring Checklist as a guide



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Essential Skills In The Workplace

- **Boeing Canada** : production of the 787, they needed entry level job manufacturing , “Plastic technicians and assembly technicians have to navigate a lot of specs.”
- **Marine Atlantique**: ferry for person and merchandise they use cross training. We want employees who are able to take on new challenges.
- **Gas Station Petro Canada** in Saskatchewan: Manager has to create employment for First Nations people and help them develop skills for success in the workplace.



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Economic Benefits

DIRECT

- Increased quality of work
- Increased output of products and services
- Reduced time per task
- Reduced error rate
- Reduced wastage in production of products and services
- Better health and safety records
- Increased customer retention
- Increased profitability

Source: Dr. Michael R. Bloom, The Conference Board of Canada



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Economic Benefits

INDIRECT

- Improved capacity to solve problems
- Improved capacity to cope with workplace change
- Increased capacity to use new technology in the workplace
- Increased capacity to handle on-the-job training
- Improved employee morale/self-esteem
- Better team performance
- Reduced absenteeism
- Increased employee retention

Source: Dr. Michael R. Bloom, The Conference Board of Canada



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Implementation – How We Can Help

Refer to your handout

- Links to on-line resources
 - www.hrsdc.gc.ca
- Links to community resources



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Industry Liaison Role

Provide guidance on how an organization can implement the Essential Skills framework by helping to:

- Analyze Essential Skills challenges
- Determine applications for Essential Skills tools
- Set goals and prepare an action plan
- Provide appropriate information on programs and services



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Service Model

Custom made service;

- Awareness Seminar
- ES consulting / evaluation:
 - Identify essential skills challenges
 - Action planning to address challenges
 - Essential skills tools selection and guidance
 - Facilitate partnerships with colleges and literacy associations
 - Implementation of new tools

Employee Up skilling



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In Closing...

Most employees in the changing workplace must be able to:

- Understand and use written and online information
- Fill out forms and complete reports
- Use numbers accurately – money math, measuring, converting measurements to metric, developing budgets
- Operate equipment and use computers
- Work in teams
- Think logically to solve workplace problems
- Communicate with fellow team members and customers
- Demonstrate willingness and ability to learn for life



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Are YOUR Employees Ready?



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