

## ARE YOU EXPERIENCING ANY OF THE FOLLOWING 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?

## IF SO, YOU MAY HAVE AN ESSENTIAL SKILLS ISSUE.

Everyday, mistakes are made in business that cost time and money to fix. Therefore, investing in training the people who work for you, even for a small amount of time, can make a big difference to your bottom line.

Studies show that when employers train their people, not only does their overall basic competence improve but employee morale improves also. Employees may have a greater feeling of partnership with you and your company when you take the time and effort to train them. Higher levels of loyalty, safety and productivity may also occur.

**So think about training your team in Essential Skills.**  
You'll see the benefits to your business sooner than you think.



### Our Partners:



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[hrsdc.gc.ca/essentialskills](http://hrsdc.gc.ca/essentialskills)



## INCORPORATING ESSENTIAL SKILLS

There are extensive print and online resources available to assist employers, workers and workplace trainers in evaluating and reinforcing essential skills. Occupational profiles have been developed for over two hundred (200) occupations and provide useful information regarding the level of essential skills required in order to be successful in the relevant occupation.

Three of the essential skills: reading text, document use and numeracy are measured by the Test of Workplace Essential Skills (TOWES). Test results are then compared against the level of these skills required in profiled occupations.

Sault College of Applied Arts and Technology is the exclusive distributor locally of the TOWES test.

## SUCCESS STORIES

- One of Canada's largest forest products companies located in Nova Scotia arranged to "test-drive" TOWES arranging for six staff members to complete the test. Management saw that employees scored low in Essential Skills scores and worked in partnership with their local college to provide some upgrading. The company now has a standardized way to match skills to jobs.
- A gas station located in Saskatchewan recently won numerous awards for outstanding service and commitment to employee development. Once again, utilizing TOWES, an appropriate training session followed for their employees, in everything from e-mail etiquette to customer conflict to handling dangerous chemicals.
- A small truck company in Ontario has seen young apprentices become more engaged and able to respond to situations with enhanced confidence and ability following training in Essential Skills that was promoted by the company.

## WHAT ARE THE ESSENTIAL SKILLS?

Essential skills are the fundamental skills that make it possible to learn all others. In essence, they provide the foundation for learning and enable people to evolve with their jobs and adapt to workplace change. These skills include:

- Reading
- Writing
- Thinking
- Document use
- Oral communication
- Computer use
- Numeracy
- Working with others
- Continuous learning

Visit: [hrsdc.gc.ca/essentialskills](http://hrsdc.gc.ca/essentialskills)

## BENEFITS OF ESSENTIAL SKILLS

Organizations have reported the following as the greatest benefits:

- Higher productivity
- Good customer relations
- Increased sales/revenues
- Reduced error rates
- Improved safety
- Reduced absenteeism
- Greater employee retention
- Enhanced communication and teamwork
- Improved employee morale
- Enhanced corporate image