

AGIR SUR LE COURS DE SON ENTREPRISE
SERVICE AUX ENTREPRISES



The challenge of Essential Skills and SME:

Canadian Colleges and Chambers
of Commerce join forces



Introduction

- Collège Limoilou's Business Services
Gilles Bouchard, Training Adviser
- Québec City Chamber of Commerce
Martin Gougeon, Coordinator and
Head of Special Projects
- BUREFOR, Denis Ouimet, PhD -
Personal and Organizational
Development
- Auberge l'Autre Jardin,
Sandrine Viel, General Director



Project

- Develop and implement Essential Skills (ES) assessment tools
- The project consists of developing assessment tools and methods for assessing :
 - Working with Others;
 - Oral Communication;
 - Thinking Skills;
 - Training Needs.



Clientele

9 businesses:

- Esprit nouveau (sales)
 - Auberge l'Autre Jardin (hotel)
 - Local development centre (service)
 - Centre d'ordinateurs Infomax (sales and service)
 - Fédération des coopératives d'habitation de Québec (service)
 - Teknion Québec (manufacturer)
 - Olympus NDT (manufacturer)
 - Supermarchés GP inc. (distribution and sales)
 - Marketing direct (service)
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- Financial, commercial, manufacturing and service sectors



Targeted Essential Skills

- Oral Communication
- Thinking Skills
 - decision making
 - job task planning and organizing
 - finding information
- Working with Others
- Continuing Education
- Tool used: 7-D Profile



Partnership participation

A. College's approach

Business Services teamed up with:

- BUREFOR to provide the link between ES and the 7-D Profile
- the Québec City Chamber of Commerce for solicitation



Partnership participation

B. Partner participation

- The Chamber of Commerce:
 - solicited businesses
 - Publicized ES
 - Took responsibility for registration

C. Project results

- 9 businesses (10 people) participated in the project
- After assessment, 7 were enrolled in continuing education



Successes resulting from the project

- Project objectives were achieved
- We made ES known in the Quebec City region
- We established the link between the 7-D Profile and ES
- With the 7-D Profile, we developed a scale for the level of complexity related to job profiles
- People enrolled in the M³i-Supervision program to upgrade their skills



Challenges

A. Challenges encountered during the project

- Make Essential Skills known
- Publicize the new product related to the job description
- Develop a tool to promote a link between ES and the 7-D Profile



Challenges

B. Realities and advice for future actions

- It is important to continue promoting HRSDC tools for ES (solicitation) to meet organizations' current needs
- To meet these needs, HRSDC should encourage the contract training services of educational institutions (leader in ES) to continue publicizing their products
- Businesses have a serious need to upgrade the skills of their human resources
- With knowledge of these new products, organizations will save a great deal of time and money



Follow-up and action plan

- Contract Training Services at Cégep Limoilou this year seeks to promote the 7-D Profile in the M³i-Supervision program across Canada
- New ES training will become available in September 2009



For more information about the convention:

- Workshop: Tuesday, 1:30 pm
LT.19 - The 7D Profile and the M³I-Supervision Program
Elfin/Pekaha (Delta)
- Booth 20: Cégep Limoilou
- Web site: www.climoilou.qc.ca



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