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)

- 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 M\(^3\)i-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 M^3I- Supervision Program
  Elfin/Pekaha (Delta)

- Booth 20: Cégep Limoilou

- Web site: [www.climoilou.qc.ca](http://www.climoilou.qc.ca)
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