

# ESSENTIAL SKILLS AT WORK



## Essential Skills For Work: First Jobs

	I Can Do This	I Need Help to Do This	I Need Training
<b>Reading</b>			
I can read and understand workplace documents such as health and safety materials and policy and procedure manuals.			
I can read and follow step-by-step instructions that include workplace language.			
<b>Document Use</b>			
I know and can identify safety and other work-related signs, icons, codes and symbols.			
I am able to locate information I need from lists, schedules, graphs, touch screens, tables, maps, diagrams and technical drawings.			
I accurately record numbers and fill in information needed for checklists, tables, forms, log books, receipts, etc.			
I am comfortable navigating through multiple computer screens to find the information I need.			
<b>Oral Communication</b>			
I can listen to and accurately follow verbal instructions, and ask questions when I don't understand.			
I am confident when I communicate with others to coordinate work tasks, share information and discuss issues.			
I am comfortable working with others to keep discussions moving forward in a positive and results-oriented manner.			
I use clear and professional language when speaking with others.			
<b>Writing</b>			
I can communicate in writing using correct grammar, punctuation and spelling in a style that is appropriate for the purpose of the message and the audience it's aimed at.			
<b>Numeracy</b>			
I can use measurement tools and equipment to take correct measurements.			
I can convert from one unit of measurement to another.			
I have the numeracy skills I need to make workplace calculations.			
I can analyze numerical data to identify potential quality problems.			
I can plan and monitor simple schedules.			
I can make accurate estimates for size, weight, quantities, time for tasks, etc.			

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<b>Thinking Skills – Critical Thinking</b>			
I can think logically through situations that need my attention.			
<b>Thinking Skills – Problem-solving</b>			
I am able to identify the nature of a problem, evaluate options, and develop an appropriate solution.			
I can follow an analytical process to come up with a practical solution.			
<b>Thinking Skills – Decision Making</b>			
I am confident that my decision-making skills lead me to make logical, appropriate and timely decisions.			
<b>Thinking Skills – Job Task Planning and Organizing</b>			
I am comfortable monitoring work situations, anticipating potential problems and responding proactively to come up with a workable response.			
I feel in control of my use of time, and can effectively organize and prioritize to use my time efficiently.			
I make effective use of time management and organization strategies and techniques.			
I am able to maintain focus and effectiveness while multi-tasking in a busy environment.			
<b>Thinking Skills – Significant Use of Memory</b>			
I can accurately remember work processes and procedures.			
<b>Thinking Skills – Finding Information</b>			
I am able to locate the information I need using a variety of sources.			
<b>Working with Others</b>			
I am comfortable working independently, and can also work collaboratively as a team member.			
I am comfortable building positive working relationships.			
I can resolve conflict with others.			
<b>Digital Technology</b>			
I am comfortable using information and communication technology.			
I can easily adapt when new technology or processes are introduced.			
<b>Continuous Learning</b>			
I look for and take advantage of all types of learning opportunities, both formal and informal.			

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## e-SKILLS

### 1. READING @ WORK

Reading and understanding written information in the many different types of workplace documents, such as work instructions, emails and memos, health & safety manuals & policies & reports.

### 2. DOCUMENT USE @ WORK

Finding and using the information you need, putting in information where it is needed, and constructing information displays are all document use tasks. Icons, labels, lists, tables, forms, graphs,

signs, maps, gauges, images, schedules, schematics, touch screens and technical drawings are examples of documents or information displays used in a workplace.

### 3. NUMERACY @ WORK

Using numbers and thinking mathematically to measure and make calculations, to estimate, to work with money, to analyze trends and to create schedules and budgets.

### 4. WRITING @ WORK

Using the written word to create a clear message.

### 5. ORAL COMMUNICATION @ WORK

Talking with others to give and exchange information and ideas, such as asking questions, giving directions, coordinating work tasks, explaining and persuading.

### 6. WORKING WITH OTHERS @ WORK

Leading, coordinating or collaborating with others on work activities.

### 7. THINKING SKILLS @ WORK

Thinking Skills include: problems solving, job task planning and organizing, finding information, critical thinking, significant use of memory and decision-making. Using a thinking process to solve problems, organize and plan, find needed information, be logical, remember things and make decisions.

### 8. DIGITAL TECHNOLOGY @ WORK

Using information and communication technology.

### 9. CONTINUOUS LEARNING @ WORK

Applying strategies which support workplace learning and the ability to adapt to change.