

# ESSENTIAL SKILLS AT WORK



## Essential Skills For Work: Team Leader

	I Can Do This	I Need Help to Do This	I Need Training
<b>Reading</b>			
I can read and interpret workplace-related documents.			
<b>Document Use</b>			
I am able to monitor and complete required day-to-day documentation and reporting forms.			
<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>Oral Communication</b>			
I am able to talk comfortably and with purpose with others - individually or in a group - to delegate work, share information or answer questions.			
I am confident providing feedback to team members and coaching and making suggestions for improvement.			
I can plan and lead team meetings that meet the intended purpose.			
I am comfortable working with others to keep discussions moving forward in a positive and results-oriented manner.			
<b>Numeracy</b>			
I have the numeracy skills I need to complete my work tasks.			
I can plan and monitor work schedules, making adjustments and adaptations as required.			
I can analyze numbers and information to see patterns and trends that tell me what to do next.			
<b>Thinking Skills – Critical Thinking</b>			
I can think logically through situations that need my attention.			
I am comfortable monitoring work situations, anticipating potential problems, and responding proactively to come up with a workable response.			
<b>Thinking Skills – Problem-solving</b>			
I am able to identify the nature of a problem, evaluate options, and develop an appropriate solution.			
<b>Thinking Skills – Decision Making</b>			
I am confident that my decision-making skills lead me to make logical, appropriate and timely decisions.			

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<b>Thinking Skills – Job Task Planning and Organizing</b>			
I feel in control of my use of time, and can organize and prioritize my job tasks as well as delegate the job tasks of others to complete the work efficiently to meet time requirements.			
I am able to deal with conflicting or competing work demands in an environment that can be unpredictable.			
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 know how to find the information I need to give answers or advice to others.			
<b>Working with Others</b>			
I am comfortable working independently, yet also work collaboratively as a team member.			
I am comfortable taking a leadership role and clearly communicating priorities.			
I am confident that I can read situations accurately and use influence and leadership to point others in the desired direction.			
I am comfortable facilitating group problem solving and decision making processes.			
I am confident with the skills I have for identifying sources of conflict and resolving issues among team members.			
<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.			
I am comfortable adapting to change.			

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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.