Essential Skills for Success @ Work

Manitoba Employers Say They Are Looking for Workers Who:

Communicate and Collaborate
(Oral Communication, Writing, Working with Others)

- Speak clearly and directly, using language appropriate to the workplace
- Convey information in ways that can be understood by others
- Monitor to ensure others understand and make adjustments as necessary
- Display appropriate body language and appropriately interpret the body language of others
- Pay attention to and correctly interpret the meaning of another speaker’s message
- Use strategies such as questioning, paraphrasing, and summarizing to clarify and confirm understanding of message
- Apply strategies for keeping conversations moving forward in a positive and results-oriented way
- Communicate a clear and direct message in writing that is appropriate to the context and situation
- Use language, style and structure appropriate to purpose and audience
- Use correct spelling, grammar and punctuation
- Apply teamwork skills to a variety of situations as appropriate
- Follow through on commitments
- Interact with others in a way that is considerate, respectful of the roles of others and contributes to positive and productive outcomes
- Act in a way that demonstrates an openness to the ideas, opinions and contributions of others
- Address inter-personal conflict positively and appropriately

Apply Thinking Skills
(Job Task Planning and Organizing, Critical Thinking, Problem Solving, Decision Making, Finding Information, Significant Use of Memory)

- Use a variety of strategies for managing their own time and work within job parameters
- Take responsibility for ensuring tasks are completed to the quality required and the timeline/deadline set
- Monitor situations and conditions and takes steps to mitigate changing conditions
- Maintain focus and effectiveness in a busy work environment
- Listen and observe actively in order to decide how to best act on what has been heard and observed

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• Monitor and anticipate and take initiative to resolve potential problems
• Use an analytical process to logically think through situations in order to come up with an appropriate decision
• Recognize when additional support is required and appropriate
• Can explain their thinking to others in a way that is clear, accurate, logical and complete (orally or in writing)
• Use effective strategies for finding / accessing and using needed information
• Evaluate the credibility of information to ensure appropriateness, usefulness and accuracy
• Remember and use information accurately

Use Digital Technology
(Digital Technology)

• Have the basic skills for operating digital technology devices and software
• Use digital technology in a responsible manner
• Follow a practical thinking process for resolving issues with digital technology
• Adapt to the introduction of new digital technology and software

Learn for Work
(Continuous Learning)

• Take responsibility for and be self-directed (when required) in their learning
• Choose and use the appropriate learning strategy for a particular situation
• Participate actively in training and skills development opportunities

Use Their Workplace Literacy and Numeracy Skills
(Reading, Document Use, Numeracy)

• Comprehend written text to the level needed to complete the work tasks specific to the job
• Use reading strategies appropriate to purpose (skimming, scanning, reading for details)
• Use the structure and organization of a document (paper-based or electronic) to locate and use needed information accurately and efficiently
• Have the document use skills to the level needed to complete work tasks specific to the job
• Locate and interpret information and numerical data correctly and accurately
• Record information and numerical data correctly and accurately
• Have the numeracy skills to the level needed to complete work tasks specific to the job