

# 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

- 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