

WORKPLACE ESSENTIAL SKILLS

Workplace Essential Skills are the foundation skills that everyone uses while performing the tasks required by their job. We draw on them while learning all other skills and they support and enhance our ability to innovate and adapt to workplace change.

WORKPLACE ESSENTIAL SKILLS:

Reading text
Document use
Writing

Oral communication
Thinking skills
Working with others

Computer use
Continuous learning
Numeracy



Workplace Essential Skills Snapshot for Supervisors in Tourism

The following is intended as a brief snapshot of the Workplace Essential Skills that most Supervisors in Tourism need in order to be successful. It is only intended to get you thinking about which Workplace Essential Skills you may use most, and which ones you might like to learn more about.

The three different lights below are meant to indicate how comfortable you are with a statement that refers to you. Please read each statement and then check off the one you think applies.

- **Green Light:** I move confidently in this area
- **Yellow Light:** I move with caution in this area
- **Red Light:** I have not started moving in this area



● Green Light ● Yellow Light ● Red Light

I can read and interpret workplace-related documents such as contracts, policies and procedures, regulations, operating manuals, HR forms, and Health and Safety information



I feel comfortable monitoring and completing daily paperwork and maintaining files, both electronically and on paper



I can create and monitor work schedules, making adjustments as necessary



For more information about Workplace Essential Skills, visit www.wem.mb.ca.

Green Light
 Yellow Light
 Red Light

I am comfortable communicating through email in a style that is appropriate to purpose and audience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident that I write performance reviews that clearly and accurately convey my message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable talking with employees individually or in a group to delegate work, share workplace information and answer questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable interacting with the general public to provide good customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can resolve conflicts with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can analyze numerical data to identify potential quality issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident that I have the skills I need to monitor and manage inventory and budgets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable I have the problem-solving strategies required to achieve quality and efficiency goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident that my decision-making skills lead me to make logical, appropriate and timely decisions that minimize disruptions in the workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel in control of my use of time and can effectively organize and prioritize my job tasks as well as the work of others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable monitoring, assessing, anticipating and responding to operational needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can deal with interruptions and feel comfortable resolving tasks that go off-track or respond to situations that unexpectedly arise and take me from my daily work tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I accurately and confidently remember work policies, processes and procedures when I need to use them in my work or communicate them to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to find the information I need to give answers or advice to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident I have the skills I need to identify sources of conflict and resolve issues among employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable taking a leadership role and communicating my priorities and directing the work of others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable when new technologies are introduced in my workplace that I have the skills I need to adapt and to help others to adapt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I look for and take advantage of learning opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable coaching, giving instruction and providing feedback to the employees I supervise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

