



The SCALES Road Map Tool Usage Guide

The CONNECT SCALES Project:
Supporting the Canadian Advancement of
Literacy and Essential Skills

What are the components of the Road Map Tool?

The Road Map

The Road Map is a needs assessment and action plan that guides and streamlines services between career practitioners and participants using the SCALES career development process and it demonstrates how Essential Skills fits within this process.

Like all of the CONNECT SCALES project tools, the Road Map can be adapted and modified to suit organization and participant needs. Organizations that do not assist participants through the full career planning cycle are encouraged to refer participants to other local career and literacy providers for assistance with action items that fall outside the scope of their mandate.

The Road Map Definitions and Examples of Common Tools

The Road Map definitions provide a description of the four stages of the CONNECT SCALES project career development process, and this information is helpful to review with participants. Career practitioners offer a variety of career development tools, resources and workshops to participants. Listed below each of the four definitions are examples of some popular tools and resources used by career practitioners across Canada.

The four stages of this career development process are:

- ⚙ Who Am I?
- ⚙ What Do I Want to Do or Be?
- ⚙ How Will I Reach My Goals?
- ⚙ Getting Started: Action Planning

The Road Map Planning Worksheet

The Road Map Planning Worksheet is an optional reference guide where career practitioners can map out the career development tools/resources/workshops available to participants at their organizations. The Road Map Planning Worksheet can be filled in directly using the computer-based PDF or can be filled in by hand using a paper-based hard copy.

The Worksheet is comprised of four sections (Who Am I?, What do I Want to Do orBe?, How Will I Reach My Goals? and Getting Started: Action Planning). Each section has a chart with five columns:

Column 1: matches the name of the gears located in the Road Map. Career practitioners can refer to the prompts/questions when they are assisting participants to insert information into their Road Map.

Column 2: career practitioners can insert the name of the tool/resource/workshop

Column 3: career practitioners can insert a brief description of the tool/resource/workshop and include information about the goals/outcomes

Column 4: career practitioners can insert information about delivery methods

Column 5: career practitioners can insert information about typical delivery durations

How to Use the Road Map Tool



1

Complete the optional Road Map Planning Worksheet

As a practitioner or as an organization, complete the optional Road Map Planning Worksheet. Keep a copy of the Worksheet as a reference guide when using the Road Map with participants. The Road Map Poster is also a useful visual reference for participants.



2

Determine the delivery method

Considering the participant and his/her needs, determine which method of delivery would best suit your purpose(s). Possible delivery methods might include a one-on-one session, a workshop, small focus groups, and so forth. For more ideas and testimonials, please review the Road Map case studies.



3

Determine the Road Map version to use

The Road Map is available in two variations, a tri-fold and a 4-pager. The tri-fold is handy due to the availability of all information on a single, legal-sized page (double-sided), folded in thirds. It should be noted, however, that the space to write on the tri-fold is limited, and if working online and printing, the font size will be quite small. The 4-pager has each section available in larger format, one section per page. This provides more writing space and a larger font, if using the interactive PDF, but does require printing more pages and may lead to the possibility of one or more pages being misplaced.



4

Determine the method of completing the Action Plan

The Road Map can be filled in, as mentioned above, in two ways. If using a paper-based hard copy of the tool, the gears and boxes can be filled in by hand. It is also available as a computer-based tool, with the information entered directly into the PDF, then emailed or printed (NB: this method requires Adobe Reader or another equivalent program).



Determine the amount of support required

As a career practitioner, establish how you plan to use and explain the Road Map to your participants and/or groups. How much guidance and assistance do you expect your participants will need? Does that influence which delivery methods, Road Map versions, and Action Plan formats are used? While considering, please visit the Road Map webpage for relevant case studies and testimonials.



Routine revisitation

With your participant, update, review and revise the action items and plans as their job search progresses.

! IMPORTANT !

The CONNECT SCALES project acknowledges that different organizational mandates may dictate the services offered to participants. Therefore, participants may need to be referred to other service providers in order to complete some action items.

The Road Map is intended to be an individualized needs assessment and action plan. Some participants will want to complete action items in all stages of the career development process while others will focus on less. Some participants will want to complete action items within all gears within a stage of the Road Map while others may focus on a few gears within one or more stage.

Road Map Planning Worksheet

As a career practitioner and/or organization, you already offer a variety of career development tools, resources and workshops to your participants. The optional Road Map Planning Worksheet is a convenient place to map out all of the options available to participants using the SCALES career development process as a guide. The worksheet can also make it easier for you to explain the career development process to these participants, potentially increasing their buy-in.

This worksheet has a few purposes:

- ✿ It provides a definition of each section of the career development process:
 - ✿ Who Am I?
 - ✿ What Do I Want to Do or Be?
 - ✿ How Will I Reach My Goals?
 - ✿ Getting Started: Action Planning
- ✿ It provides names and/or links to popular tools and resources used by career practitioners.
- ✿ It provides some prompts/questions for each gear so that you are able to explain/clarify information with your participants.
- ✿ It is a reference sheet where you can list all the different tools, resources and workshops available to your participants according to each gear, in each section of the career development process.

How to use this worksheet?

1. Determine how it will be used. Will each career practitioner insert their own information based on the tools they like to use, or will the worksheet be completed by your organization and each participant has access to the same tools and resources, no matter which career practitioner they see?
2. There are two ways to fill in the information. You can fill it in directly on the computer, or print the worksheet and write the information on the paper copy.
3. The worksheet is set up to be printed on letter-size paper, double-sided. Keep a copy of the worksheet at your desk for reference when you are using the Road Map with your participants. You can describe the meaning of a gear if the participant needs clarification; you can offer options for assistance if the participant wants to 'work on' any gear, or any section of the Road Map.

Road Map Definitions



Who am I?

To assist participants with discovering who they are, gain self-awareness and assess their skills. This section provides one location to list personality type, learning styles, interests, values, beliefs, Essential Skills strengths and abilities. Common assessments, tools and resources available to address these needs include:

- ✿ Holland Code
- ✿ Myers-Briggs Type Indicator
- ✿ Personality Dimensions
- ✿ Various Essential Skills Tools, resources and Assessments
- ✿ SCALES Essential Skills Checklist
- ✿ SCALES Essential Skill Card Sort Tool
- ✿ Values Indicators
- ✿ Career Cruising
- ✿ CHOICES
- ✿ NextSteps.org
- ✿ Existing in-house workshops, tools and resources



What do I want to do or be?

To assist participants in discovering, exploring and/or researching what they want to do or be in life, learning and work. This section provides one location to gather and document labour market information, work preferences, short and long-term goals, and learning options. Common assessments, tools and resources available to address these needs include:

- ✿ SCALES Essential Skill Card Sort Tool
- ✿ SCALES Essential Skills Checklist
- ✿ HRSDC Essential Skills Profiles
- ✿ Career Cruising
- ✿ Working in Canada
- ✿ National Occupation Classification (NOC)
- ✿ Various provincial/local Workforce Planning Boards such as Workforce Planning Ontario
- ✿ Your organization's existing in-house workshops, tools and resources

Road Map Definitions



How do I reach my goals?

To assist participants in discovering and/or taking the steps necessary to reach their goals. This section provides one location to list resources and tools to fill skills gaps and training options to meet work/career/life goals. Resources and tools that might be used to fill these gaps and/or provide information include:

- * SCALES Computer Use Tool Kit
 - * Formatting a Resume
 - * Accessing Jobs On-line
 - * Attaching documents to E-mail
- * SCALES Introduction to Essential Skills Workshops
- * HRSDC Learning and Training Supports
- * Measure Up: Workbooks
- * Your organization's existing in-house workshops, tools and resources
- * Workshops available in your community (for example, Introductory computer courses)
- * Academic upgrading/ upskilling/ GED assessments and/or other programs offered through community organizations, adult education centres and community colleges



Getting Started: Action Planning

To assist participants/job seekers with implementing their action plan and/or job search. This section addresses action planning for the workplace and/or life-based goals including a checklist of items such as creating resumes and cover letters, interview preparation, job searching, applying to jobs and/or educational programs. Resources and tools that might be used to achieve these goals include:

- * SCALES Resume Statement Tool
- * SCALES Computer Use Tip Sheets
 - * Formatting a Resume
 - * Accessing Jobs On-line
 - * Attaching documents to E-mail
- * HRSDC Essential Skills Profiles
- * Literacy Link South Central: Connecting Literacy and Employment through Essential Skills - Workbooks 4 -7
- * Your organization's existing in-house workshops, tools and resources

Road Map Planning Worksheet

Section 1: Who Am I?

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
<p>What values and beliefs are important to me?</p> <p>For example, some occupations require shiftwork or to work weekends. Do you know of occupations that meet your values? Do you want to learn more about your values and beliefs?</p>				
<p>What are my interests?</p> <p>What do I like to do? Do you know what interests you? What are your passions? Would you like to keep your hobbies and passions separate from work?</p> <p>For example, if you love to cook, would you want to be a chef or just keep it as a hobby? Would you like to learn more about your interests?</p>				
<p>What are my Essential Skills gaps?</p> <p>Do you know what Essential Skills are? Do you know if any of your Essential Skills need developing? Would you like to find out which ones may need developing?</p>				

Road Map Planning Worksheet

Section 1: Who Am I?

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
<p>What are my Essential Skills?</p> <p>Do you know what Essential Skills are? Do you know which Essential Skills are your strongest and which need developing? Do you know if you need to upgrade your Essential Skills to get your dream job? Would you like to learn more about assessing your Essential Skills?</p>				
<p>What are my abilities?</p> <p>What are your special talents? What types of things can you do easily or come naturally to you? Are you able to talk about your skills and abilities in an interview? Would you like to learn more about your abilities?</p>				
<p>What is my personality style or type? Are you really good at building relationships? Solving problems? Getting the job done? Organizing yourself or others? Would you like to learn more about your personality type?</p>				
<p>What is my learning style?</p> <p>What is the best way for you to learn a new skill? Is it by watching someone, trying to do it yourself, reading instructions, listening to directions? Want to find out more?</p>				

Road Map Planning Worksheet

Section 2: What Do I Want to Do or Be?

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
<p>What work options do I want to explore?</p> <p>Do you have a 'dream job'?</p> <p>Would you like to explore all of your options? Would you like to get more information on the skills and tasks of different jobs?</p>				
<p>Labour Market Information (LMI):</p> <p>Where are the jobs?</p> <p>Will your 'dream job' be needed in 10 years? Do you know if you can find work in your field within your community, or will you have to move? Are there other barriers, such as previous criminal record, E.I. or Social Service 'rules' impacting your career choices? Would you like to learn more about LMI?</p>				
<p>What is important for me in my life/leisure?</p> <p>Are you able to have a balance of work/fun/family/hobbies and interests in your life? Do you need assistance to help you manage your current situation? Do you have support?</p>				

Road Map Planning Worksheet

Section 2: What Do I Want to Do or Be?

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
What learning options are important to me? Are you interested in continuing your education? Would you like to research/explore learning options?				
What Essential Skills do I need for my life/work/career? Have you explored or researched the Essential Skills needed for different occupations of interest? Do you have the skills needed for this work? Would you like to learn how to find this information?				

Road Map Planning Worksheet

Section 3: How Do I Reach My Goals?

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
Where can I get technical/work/career training? If you need to get 'certified' do you know where to find the training? Do you know if the training organization has a good reputation?				
Other?				
What network supports do I need? Do you have support from friends/family to help you reach your goals? Do you need to arrange support, for example, childcare, transportation, and clothing?				
Where can I get help to upgrade my Essential Skills? Do you know where you can get assistance to upgrade your Essential Skills? Do you need any assistance to find a program?				
What are my Essential Skills gaps? Do you know which, if any of your Essential Skills need developing?				

Road Map Planning Worksheet

Section 4: Getting Started – Action Planning

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
<p>Job Search: Do you need any assistance with the following?</p> <ul style="list-style-type: none"> Using social media to job search Using HRSDC job bank postings Using local employment resource centres Using my network to job search Using employer websites to job search 				
<p>Resume and Cover letter development: Do you need any assistance with the following?</p> <ul style="list-style-type: none"> Create resume(s) Create cover letter(s) 				
<p>Applying to Jobs: Do you need any assistance with the following?</p> <ul style="list-style-type: none"> How do I attach my resume to e-mail? How do I apply to on-line jobs? How do I change my resume to plain text 				

Road Map Planning Worksheet

Section 4: Getting Started – Action Planning

Guide to the Gears: Questions to Ask	Name of tool/ resource/ workshop	Purpose: brief description, goal and outcomes	How is it delivered?	Typical duration
<p>Interview Preparation: Do you need any assistance with the following?</p> <ul style="list-style-type: none"> Mock interview Prepare Questions to ask What are the Do's and Don'ts? What questions will I be asked? How do I answer tough questions? 				
<p>Upgrading my skills: Do you need any assistance with the following?</p> <ul style="list-style-type: none"> Applying/Start attending short-term training Applying/Start attending Essential Skills training Check to see if I meet the education requirement for my job/career Start formal training programs (college, apprenticeships, etc.) 				
<p>Other Preparation Recommended?</p>				