

# Improving Your Workplace Essential Skills

## Why Should **YOU** Develop Your Essential Skills?

### Better Essential Skills...

Increase your chances of  
long-term employment success

Help you adapt to changes in  
the workplace

Help you be more productive at  
work

Improve your chance of  
promotion

Give you access to jobs with  
better pay

Increase your confidence

Help you work better as part of  
a team

Allow you to work better  
independently

Improve your problem solving  
skills

The Nine Essential Skills are the skills that are transferrable across jobs and help people adapt to change in the workplace and in their lives. Having strong Essential Skills is an important part of being more productive at work, at home, and in the community.

Even after completing formal education or training, skills can decrease or be lost without making an effort to maintain them.

*(Adapted from CAMA)*

### **Inform Yourself:**

Learn more about Essential Skills and how they are used at work.

### **Find Your Strengths:**

Tools are available to determine your own strengths and areas for improvement.

### **Keep Learning!**

Take part in learning activities at work, in your community, or on your own.

*(Adapted from HRSDC)*

**“Workplaces are becoming less about physical tasking and more about mental strengths and workers are being challenged to adapt.”**

*(Why Care about Literacy and Essential Skills? CUPE Literacy Program)*

[www.nb.literacy.ca](http://www.nb.literacy.ca)

If you would like help finding a learning program in your community or more information about Literacy and Essential Skills,

*Call our Learn Line*

**1-800-563-2211**

Funded by the government of **Canada's**  
Office of Literacy and Essential Skills

# The Nine Essential Skills

## Reading Text

*Understanding memos*  
*Using manuals*

### Activities for Your Workplace:

Read trade journals and recommend articles for staff to read

## Writing

*Writing an incident report*  
*Clear expression in email, letters and reports*

### Activities for Your Workplace:

Develop a monthly newsletter for clients or co-workers

## Numeracy

*Making calculations, taking measurements*  
*Making change for a customer*

### Activities for Your Workplace:

Manage the petty cash account

## Document Use

*Using a map*  
*Understanding signs, labels, or lists*

### Activities for Your Workplace:

Review a monthly performance report and report on it to co-workers

## Oral Communication

*Giving or receiving verbal instructions*  
*Greeting customers or members of the public*

### Activities for Your Workplace:

Take turns leading monthly staff meetings

## Computer Use

*Sending and receiving email*  
*Using computerized machinery*

### Activities for Your Workplace:

Develop a new spreadsheet to track production

## Working with Others

*Building team relationships in the workplace*  
*Participating actively in group projects*

### Activities for Your Workplace:

Find a mentor or become a mentor

## Thinking Skills

*Considering relevant factors before making a decision*  
*Managing time and resources effectively*

### Activities for Your Workplace:

Brainstorm and present ideas for improving productivity

## Continuous Learning

*Learning on the job*  
*Seeking learning opportunities*

### Activities for Your Workplace:

Try new assignments to build on-the-job skills as part of your personal learning goals.