



ACTIVITIES

Congratulations Player!

After completing Summer in Smallywood your character has been promoted to Second-in-Command of Smallywood! Your game character may be well on his or her way to happiness, fortune and success, but now it's your turn.

The questions on the following pages will ask you to use the things you've learned about Oral Communication, Working with Others and Thinking Skills.

You can apply the things you learned in Summer in Smallywood to your own life and see how knowledge of Essential Skills can help increase your success in work, learning and life.

Some of the questions will require use of the Ontario Skills Passport website.

To access the site go to: <http://skills.edu.gov.on.ca>.

In the Ontario Skills Passport, the role called (6211) Retail First Level Manager is similar to Smallywood Second-in-Command. Please find the description for Retail First Level Manager using the Ontario Skills Passport.

Help! How do I find Retail First Level Manager (NOC 6211)?

1. Select "Occupations and Tasks" from the black navigation bar at the top of the page.
2. You can choose to sort the results by NOC (6211 – numbers listed in numeric order) or title (Retail First Level Manager – occupations listed in alphabetical order).
3. Click on the blue check box next to Retail First Level Manager to view a detailed description of the occupation.
4. Click on any of the Essential Skills titles or blue skill boxes to find the sample tasks you'll need to use in order to answer some of the following questions.



Name:

Date:

GAME: ORAL COMMUNICATION

In the *Oral Communication* game you will learn how to:

- avoid using slang
- resolve work-related issues or conflicts
- listen to others without interrupting or having side conversations
- use proper grammar and pronunciation
- understand hierarchy and communicate respectfully when meeting with supervisors
- speak respectfully to customers or coworkers
- use appropriate body language
- seek information by asking clear questions
- give a short presentation
- understand new ideas and instructions

Demonstrate Your Knowledge

1. Think of a time when you experienced a conflict because of a breakdown in *Oral Communication*. Briefly describe the conflict and select one or two *Oral Communication* skills from the list above that you could have used to fix the problem (or to avoid it in the first place).



2. Name and describe three ideas/skills you learned in Summer in Smallywood that you can use right away to improve your *Oral Communication* skills at work or school:

Using the Ontario Skills Passport

3. Read over the *Oral Communication* tasks for Retail First Level Manager.

Select two of the 11 job tasks listed under *Oral Communication* from the Retail First Level Manager page.

Now, choose the *Oral Communication* skills talked about in Summer in Smallywood from the list above that would be necessary to complete these tasks and describe why.



Name:

Date:

GAME: WORKING WITH OTHERS

In the *Working with Others* game you will learn how to:

- focus on work even when there are distractions
- make sure work is free of errors and meets quality standards
- take initiative
- resolve conflicts when working with others
- be diplomatic and use tact
- receive criticism from supervisors
- improve work based on suggestions from others
- provide constructive feedback to help others improve their work
- ask for help when required
- display sensitivity and show tolerance
- show respect for the ideas, opinions and expertise of others
- provide regular updates to supervisors
- make decisions cooperatively and settle differences respectfully
- support and encourage others
- complete assigned tasks and meet deadlines when working with others
- lead by setting a good example for others
- encourage group interaction and maintain a positive atmosphere

Demonstrate Your Knowledge

1. Think of a time when you had a conflict with a team member or coworker. Briefly describe the conflict and select one or two *Working with Others* skills from the list above that you could have used to fix the problem (or to avoid it in the first place).



2. Name and describe three ideas or skills you learned in Summer in Smallywood that you can use right away to improve your *Working with Others* skills at work or school:

Using the Ontario Skills Passport

3. Read over the Occupation Skills and Tasks for Retail First Level Manager.

Working with Others is mentioned in the Ontario Skills Passport as one of the most important Essential Skills for this occupation, but none of the sample tasks specifically mention this Essential Skill. Use the skills listed above to create a sample list of *Working with Others* tasks for the Retail First Level Manager occupation.



Name:

Date:

GAME: THINKING SKILLS

In the Thinking Skills game you will learn how to:

Job Task Planning and Organization

- prioritize tasks without direct supervision

Problem Solving

- solve problems for typical workplace challenges
- assess criteria and consider risk factors when solving problems

Critical Thinking

- analyze a solution and make adjustments if it is not effective
- make assumptions when information is unavailable
- gather, analyze and compare data

Decision Making

- make decisions without input from others
- evaluate options and choose the best course of action

Demonstrate Your Knowledge

1. List and describe two ways that prioritizing and planning tasks could help you at work, school, or in your day-to-day life.



2. Describe how practicing effective Problem Solving, Critical Thinking and Decision Making skills can lead to a greater ability to take initiative at school or work.

Using the Ontario Skills Passport

3. Read over the *Thinking Skills* tasks for Retail First Level Manager.

On the Ontario Skills Passport, *Thinking Skills* is broken down into different categories. List at least one task you performed in Summer in Smallywood that would correspond with each Thinking Skills categories (Job Task Planning and Organization, Decision Making, Problem Solving and Finding Information) of the Retail First Level Manager occupation.

