

UNIT 3

Employability Skills

1. Employability skills are those personal skills, behaviors and attitudes seen as essential for success both personally and in the work world.
2. Your skills are the abilities that you may already have!!
 - a. If you are "skilled" in a certain area, you are able to perform that activity well or be competent in that area.
 - b. The term "employability skills" comes from the Conference Board of Canada. It refers to the set of skills that employers need their employees to have to function in the Canadian workforce.
3. What are Employers looking for? I have attached a copy as well as they can be found at
[What Are Employability Skills? Definition and Examples \(thebalancecareers.com\)](http://thebalancecareers.com)
4. These skills have been categorized into three main areas:
 - a. Fundamental Skills
 - skills that are needed as a base for further development. They include the ability to communicate, to manage information, to use numbers and think and solve problems.
 - b. Personal Management Skills
 - include attitudes and behaviours that drive your potential for growth. This includes your ability to be responsible, to be adaptable, to learn continuously and to work safely.
 - c. Teamwork Skills
 - needed to contribute productively to the workforce. This includes working with others and participating in projects and tasks.

Work Place Etiquette

How you present yourself to others in the business world speaks volumes. People often form first impressions about others within seconds of first meeting them therefore it is crucial to ensure you are properly prepared to present yourself as a professional.

EMPLOYABILITY SKILLS and WORKPLACE ETIQUETTE ASSIGNMENT

Name: _____ (10 marks)

You need to review the attached Employability Skills Chart and provide the following:

- Identify ONE SKILL (NOT HEADING) from each topic.
- Provide an specific example that YOU DO that demonstrates that skill.

1. What skill do you do from **FUNDAMENTAL**: (no headings)

2. What is your example of how you use that skill-be specific.

3. What skill do you do from **PERSONAL MANAGEMENT**: (no headings)

4. What is your example of how you use that skill-be specific.

5. What skill do you do from **TEAMWORK**: (no headings)

6. What is your example of how you use that skill-be specific.

7. Explain why it is important to **not** use a cell phone at the work place?

8. What are some things you can do to be proactive in the workplace?

9. Why is working as a team important?

10. Why is it important to familiarize yourself with the company rules and regulations?

Employability Skills 2000+

The skills you need to enter, stay in, and progress in the world of work—whether you work on your own or as a part of a team.

These skills can also be applied and used beyond the workplace in a range of daily activities.

Fundamental Skills

The skills needed as a base for further development

You will be better prepared to progress in the world of work when you can:

Communicate

- read and understand information presented in a variety of forms (e.g., words, graphs, charts, diagrams)
- write and speak so others pay attention and understand
- listen and ask questions to understand and appreciate the points of view of others
- share information using a range of information and communications technologies (e.g., voice, e-mail, computers)
- use relevant scientific, technological and mathematical knowledge and skills to explain or clarify ideas

Manage Information

- locate, gather and organize information using appropriate technology and information systems
- access, analyze and apply knowledge and skills from various disciplines (e.g., the arts, languages, science, technology, mathematics, social sciences, and the humanities)

Use Numbers

- decide what needs to be measured or calculated
- observe and record data using appropriate methods, tools and technology
- make estimates and verify calculations

Think & Solve Problems

- assess situations and identify problems
- seek different points of view and evaluate them based on facts
- recognize the human, interpersonal, technical, scientific and mathematical dimensions of a problem
- identify the root cause of a problem
- be creative and innovative in exploring possible solutions
- readily use science, technology and mathematics as ways to think, gain and share knowledge, solve problems and make decisions
- evaluate solutions to make recommendations or decisions
- implement solutions
- check to see if a solution works, and act on opportunities for improvement

Personal Management Skills

The personal skills, attitudes and behaviours that drive one's potential for growth

You will be able to offer yourself greater possibilities for achievement when you can:

Demonstrate Positive Attitudes & Behaviours

- feel good about yourself and be confident
- deal with people, problems and situations with honesty, integrity and personal ethics
- recognize your own and other people's good efforts
- take care of your personal health
- show interest, initiative and effort

Be Responsible

- set goals and priorities balancing work and personal life
- plan and manage time, money and other resources to achieve goals
- assess, weigh and manage risk
- be accountable for your actions and the actions of your group
- be socially responsible and contribute to your community

Be Adaptable

- work independently or as a part of a team
- carry out multiple tasks or projects
- be innovative and resourceful: identify and suggest alternative ways to achieve goals and get the job done
- be open and respond constructively to change
- learn from your mistakes and accept feedback
- cope with uncertainty

Learn Continuously

- be willing to continuously learn and grow
- assess personal strengths and areas for development
- set your own learning goals
- identify and access learning sources and opportunities
- plan for and achieve your learning goals

Work Safely

- be aware of personal and group health and safety practices and procedures, and act in accordance with these

Teamwork Skills

The skills and attributes needed to contribute productively

You will be better prepared to add value to the outcomes of a task, project or team when you can:

Work with Others

- understand and work within the dynamics of a group
- ensure that a team's purpose and objectives are clear
- be flexible: respect, be open to and supportive of the thoughts, opinions and contributions of others in a group
- recognize and respect people's diversity, individual differences and perspectives
- accept and provide feedback in a constructive and considerate manner
- contribute to a team by sharing information and expertise
- lead or support when appropriate, motivating a group for high performance
- understand the role of conflict in a group to reach solutions
- manage and resolve conflict when appropriate

Participate in Projects & Tasks

- plan, design or carry out a project or task from start to finish with well-defined objectives and outcomes
- develop a plan, seek feedback, test, revise and implement
- work to agreed quality standards and specifications
- select and use appropriate tools and technology for a task or project
- adapt to changing requirements and information
- continuously monitor the success of a project or task and identify ways to improve



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WORK PLACE ETIQUETTE

Responsibility

- Be punctual and dependable. If you are going to be late or absent call your supervisor.
- Listen carefully, follow instructions and ask questions when you are unsure of what to do.
- Follow through and complete all tasks as assigned.
- Take initiative. Watch carefully to see what needs to be done and be ready to step in and help as required.
- Demonstrate a positive work ethic. Approach all assigned tasks with energy and enthusiasm.
- Assess any workplace situation and consider your response carefully.
- Respect the confidentiality of your employer and fellow employees. Don't gossip.
- Dress appropriately for the workplace. Be clean and modest in your attire.
- Observe company rules and regulations. Review any questions with your supervisor.
- Be personally responsible for the quality of your work and personal interactions.

Respect

- Be courteous and respectful to all (customers, clients, co-workers, supervisors).
- Limit personal calls or text messages to lunch or break times.
- Remain unplugged while at work. Listening to music while at work may be considered disrespectful and impolite.
Most importantly, it is unsafe.
- Think before you send an e-mail. Consider your wording and how your message will be received or who else may see it. A conversation may be more appropriate.
- Be honest and ethical. Understand that taking company tools/supplies is considered theft.
- Speak calmly and respectfully when stating a differing opinion. Raising your voice or insulting another person does not lead to a positive solution.

Teamwork

- Be willing and able to work with others to complete tasks at hand.
- Be open to the ideas of others and share your point of view respectfully.
- Be tolerant and respectful of co-worker's experience and opinions.
- Demonstrate willingness to participate in all tasks as assigned as part of a team.

A Sample Workplace Cell Phone Policy

- Employees should make personal cell phone calls during break or lunch times to the maximum extent possible.
- Frequent or lengthy phone calls are not acceptable as they may adversely affect the employee's productivity and disturb others.
- Personal cell phone use, even when permitted, must never include language that is obscene, discriminatory, offensive, prejudicial or defamatory in any way (such as jokes, slurs and/or inappropriate remarks regarding a person's race, ethnicity, sex, sexual orientation, religion, color, age or disability).
- Employees should turn off ringers or change ringers to "mute" or "vibrate" during training, conferences and the like; when meeting with clients or serving customers; and if an employee shares a workspace with others.
- The use of cameras on cell phones during work time is prohibited to protect the privacy of the employer as well as of fellow employees.