

# Do my employees need Workplace Essential Skills training?

## Workplace Essential Skills audit

Use this short form to do a quick audit of potential Workplace Essential Skills needs in your organization. If you mark “need training” on any of the questions or for a more in-depth needs assessment and customized training, contact your WES practitioner.

**Doing well:** workers use and perform this skill well  
**Need training:** you have noticed performance gaps in workers  
**Don't use it:** the skill is not needed for your workplace

Our Workplace Essential Skills		Doing well	Need training	Don't use it
Reading Text	1. Read and interpret workplace documents including emails, memos, operating manuals, signs, regulations, contracts, policies, procedures, HR forms or OHS information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	2. Make few or no mistakes when following clearly written instructions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document Use	3. Review and complete daily paperwork, electronically or on paper.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	4. Find information from lists, schedules, tables, graphs, maps and diagrams, blueprints or clocks. Read and interpret production reports.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing	5. Write short notes and emails that are clear, concise, accurate and appropriate for the audience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Numeracy	6. Do basic math calculations. Take correct measurements. Perform conversions between imperial and metric units.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. Use formulas to complete calculations. Analyze numbers to find patterns and trends. Estimate for size, weight, quantities, time for tasks, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	8. Make few or no mistakes when conducting financial transactions such as handling cash, preparing bills or making payments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	9. Monitor and manage inventory and budgets.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Symptoms of Workplace Essential Skills gaps:

- High turnover and absenteeism
- Low productivity and motivation
- Resistance to change
- Accidents
- Incidents
- Near misses
- Mistakes
- Waste
- Conflict
- Low morale
- Missed deadlines
- Miscommunications
- Misunderstandings



## Our Workplace Essential Skills *continued*

		Doing well	Need training	Don't use it
Continuous Learning	10. Use learning skills to take advantage of training opportunities. Learn and adapt easily to new technologies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with Others	11. Speak up, contribute and participate with teams and partners.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	12. Plan and coordinate job tasks and schedules. Take a leadership role to communicate priorities, and direct and support the work of others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	13. Display behaviour and attitudes that build teamwork and breakdown silos. Know how to respond to differences and conflict to promote respect in the workplace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinking	14. Manage job tasks by setting goals, planning tasks, recording progress, staying on schedule and handling interruptions. Use initiative, ask questions and seek clarification.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	15. Identify source of problems, troubleshoot and evaluate options. Make safe, logical, appropriate, timely decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	16. Find information to answer questions and accomplish work. Analyze and evaluate information using critical thinking. Remember work-related policies, procedures and instructions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	17. Monitor, assess, anticipate and respond to operational needs. Manage interruptions, get on track, respond to unexpected issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral Communication	18. Speak clearly and concisely to coordinate work tasks, discuss ideas and share information. Talk comfortably in one-on-one and group settings. Ask questions and seek clarification.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	19. Communicate instructions, feedback, suggestions and requests. Resolve differences and de-escalate conflict.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Use	20. Perform computer-based tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Employers and employees often don't realize they are dealing with skill shortages until an audit is done.

