

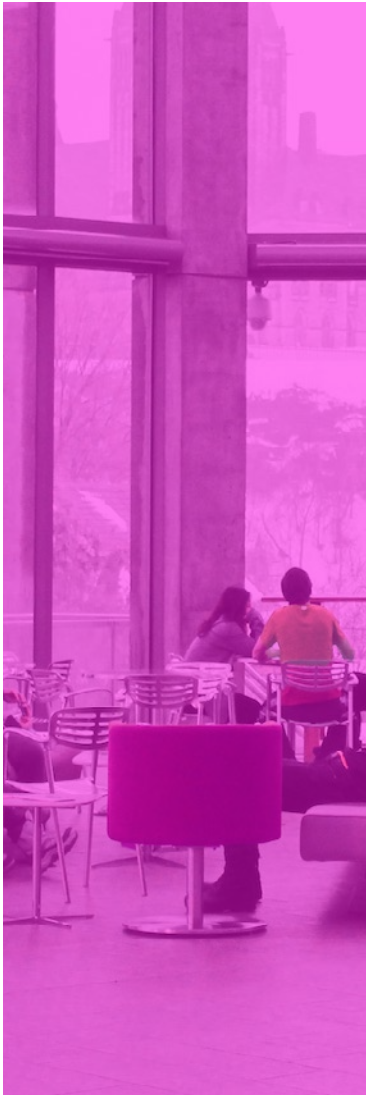
**The Conference  
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In partnership with



# **The Employability Skills Toolkit**

July 19, 2022



The Future Skills Centre – Centre des Compétences futures (FSC-CCF) is a forward-thinking centre for research and collaboration dedicated to preparing Canadians for employment success. We believe Canadians should feel confident about the skills they have to succeed in a changing workforce. As a pan-Canadian community, we are collaborating to rigorously identify, test, measure, and share innovative approaches to assessing and developing the skills Canadians need to thrive in the days and years ahead.

The Future Skills Centre was founded by a consortium whose members are Toronto Metropolitan University, Blueprint, and The Conference Board of Canada.

If you would like to learn more about this report and other skills research from FSC, visit us at [fsc-ccf.ca](http://fsc-ccf.ca) or contact [info@fsc-ccf.ca](mailto:info@fsc-ccf.ca).

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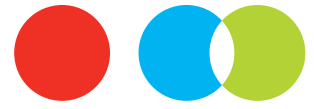


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# An Introduction to the Employability Toolkit



**This toolkit provides a step-by-step guide to the skills you'll need to adapt and succeed in the world of work as you continue to grow and move through life. You'll find explanations and descriptions of these skills and ways to build them.**

## **What Is This Toolkit, and What Can You Expect to Get Out of It?**

This toolkit includes key information about how to become job-ready, as well as exercises to practise and apply what you've learned. These activities will lead you through thinking about what skills you have, what skills you may need work to work on, and how you can improve them.

### **You will learn about:**

- **Employability skills**, like fundamental skills, social and emotional skills, personal management skills, and teamwork skills.
- **Planning** and how it can help you accomplish your goals from beginning to end.
- **Navigating career changes** in the ever-evolving future of work.



# Employability Skills

**Employability skills are the skills that you need to enter, go through, and grow in the world of work—whether you work on your own or as part of a team. Understanding and applying these skills will help you create a set of tools to improve your ability to grow and do well.**

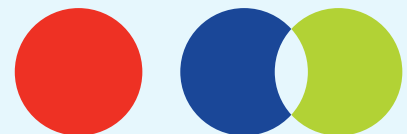


Employability skills include communication, problem-solving, a positive attitude, adaptability, working with others, and skills in science, technology, and math. These skills might sound technical, but you use them all the time when you read a recipe, make plans with friends, or listen to a classmate or co-worker.

You can develop your employability skills at home, at school, at work, and in the community. Family, friends, teachers, neighbours, supervisors, and co-workers can all play a part in helping you build these skills.

Employability skills fall into four categories:

- **Fundamental skills:** the basis of your employability skills.
- **Social and emotional skills:** your ability to read and manage emotions and build relationships.
- **Personal management skills:** your personal skills, attitudes, and behaviours.
- **Teamwork skills:** the skills you need to contribute productively to a group.



# Throughout this toolkit, there are explanations and exercises to help you find where you already use these skills in your life or how to build them if you don't have them yet.

## Fundamental Skills

### What Are Fundamental Skills?

These are the skills you need as the basis of your employability skills. You will be better prepared to develop skills in the world of work when you can do the following:

#### Manage Information

- Find, gather, and organize information using technology.
- Learn and use knowledge and skills from different fields (e.g., the arts and humanities, languages, math, the sciences, and social sciences).

#### Think and Solve Problems

- Assess situations and spot problems.
- Find different points of view and evaluate them based on facts.
- Recognize multiple dimensions of a problem (e.g., human, interpersonal, technical, scientific).
- Identify the root cause of a problem.
- Be creative and innovative in exploring solutions.
- Use science, technology, and math to solve problems and make decisions.
- Consider solutions to make recommendations or decisions.
- Apply solutions.
- Check to see if a solution works, and act on opportunities to improve.

#### Communicate

- Read and understand information presented in different ways (e.g., words, graphs, charts, diagrams).
- Write and speak so others can pay attention and understand.
- Listen and ask questions to understand and appreciate the points of view of others.
- Share information using different technologies (e.g., phone calls, e-mail, social media, the Internet).
- Use relevant knowledge and skills to explain or clarify ideas.

#### Use Numbers

- Decide what you need to measure or calculate.
- Study and record data using the right methods and tools.
- Make estimates and check answers.

#### Use Digital Tools

- Use digital technologies to create and share information and content.
- Safely, securely, and legally use virtual tools.
- Buy or sell things online and use digital tools to manage money.



## Hot Tip

### Keeping Up With Digital Skills

Digital technologies are always changing and growing. Most employers need their people to have digital skills, but the types of skills you need can be really different depending on the type of job.

Technology can give us more opportunities to learn, try new things, or do things more quickly. But as new digital technology and tools are made, we need to understand how to use them properly. Because of this, it's tough to say exactly what digital skills we need or what digital technology we need to know how to use.

There isn't one way of defining digital skills. This is mainly because digital technology changes and has new versions available often. In many ways, this is exciting.

It is important, though, to remain open to learning about how to use digital skills whenever you can. Being curious and willing to try new technology to help you learn will make you a strong employee and help you throughout your career.

### Something to Think About as You Work Through These Activities

For any skill that makes you check “I haven't demonstrated this skill yet,” take some time to think of where in your life you can begin to use and develop this skill.

If you want tools to help build these skills, there are some great ones on the [Government of Canada's Skills for Success – Assessment and Training Tools website](#). These tools will help you rate your skills and find programs to build on them. Programs cover digital skills, communication, and adaptability, and more.



## Putting Fundamental Skills to Work

Employability skill	This skill looks like ...	You use this skill in daily life by...
<b>Communicate</b>		
Read and understand information presented in a variety of ways (e.g., words, graphs, charts, diagrams).	<ul style="list-style-type: none"> <li>• understanding the purpose of a document</li> <li>• understanding the main points or important details</li> <li>• understanding the main points or important details</li> <li>• following directions or instructions</li> <li>• evaluating what you read</li> <li>• rereading for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• following instructions to download software onto a computer</li> <li>• putting together a piece of furniture from instructions</li> <li>• reading a recipe to figure out tools, ingredients, and results</li> <li>• using the Internet to look up someone's phone number</li> <li>• understanding how to read and complete a lease agreement</li> </ul>
Write and speak so others can pay attention and understand.	<ul style="list-style-type: none"> <li>• keeping your ideas focused</li> <li>• recording information completely and accurately</li> <li>• writing or speaking to your audience so they understand you</li> <li>• using the proper presentation tools</li> </ul>	<ul style="list-style-type: none"> <li>• answering the phone and taking an accurate message</li> <li>• saying something a different way when your teacher doesn't understand</li> <li>• explaining a problem to a classmate, sibling, or co-worker</li> <li>• returning an item to a store and explaining why you don't want it</li> </ul>
Listen and ask questions to understand and appreciate the points of view of others.	<ul style="list-style-type: none"> <li>• paying attention and responding appropriately</li> <li>• respecting the opinions of others</li> <li>• asking questions to clarify ideas you don't understand</li> <li>• trying to understand the background or context of an issue</li> <li>• rephrasing and repeating what you heard to check that you understood</li> </ul>	<ul style="list-style-type: none"> <li>• watching and discussing the news with family members</li> <li>• listening to all points of view in an argument</li> <li>• getting details on medication from a doctor or pharmacist</li> <li>• asking questions during a conversation to check that you understand what your friend or co-worker is saying</li> </ul>



Employability skill	Demonstration of skill
<b>Manage information</b>	
Find, gather, and organize information using technology.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Learn and use knowledge and skills from different fields.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet

Employability skill	Demonstration of skill
<b>Think and solve problems</b>	
Assess situations and spot problems.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Find different points of view and evaluate them based on facts.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Recognize multiple dimensions of a problem.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

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<b>Identify the root cause of a problem.</b>	<b>I demonstrate this skill by ...</b> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<b>I haven't demonstrated this skill yet</b>
<b>Be creative and innovative in exploring solutions.</b>	<b>I demonstrate this skill by ...</b> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<b>I haven't demonstrated this skill yet</b>
<b>Use science, technology, and math to solve problems and make decisions.</b>	<b>I demonstrate this skill by ...</b> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<b>I haven't demonstrated this skill yet</b>

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Consider solutions to make recommendations or decisions.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Apply solutions.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Check to see if a solution works, and act on opportunities to improve.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Employability skill	Demonstration of skill
<b>Communicate</b>	
Read and understand information presented in different ways.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Write and speak so others can pay attention and understand.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Listen and ask questions to understand and appreciate the points of view of others.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

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Share information using different technologies.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Use relevant knowledge and skills to explain or clarify ideas.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Employability skill	Demonstration of skill
<b>Use numbers</b>	
Decide what you need to measure or calculate.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Study and record data using the right methods and tools.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Make estimates and check answers.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

Employability skill	Demonstration of skill
<b>Use digital tools</b> Use digital technologies to create and share information and content.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Safely, securely, and legally use virtual tools.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Buy or sell things online and use digital tools to manage money.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet



## Social and Emotional Skills

### What Are Social and Emotional Skills?

Social and emotional skills are sometimes called soft skills, human skills, or people skills. These skills describe how you connect with others, build relationships, solve problems, and interact with people, whether that's your family, friends, classmates, or co-workers.

When we think about the skills we need to get a job, we often think about the technical skills, like how to use a certain computer program or how to operate a machine.

These types of skills are important, but social and emotional skills are just as valuable or even more valuable.

Having a positive attitude, being curious about how things work or how to improve your skills, and being able to resolve conflict are all examples of ways you use your social and emotional skills. Many people think that **active listening**—which means listening attentively while someone else is speaking—is the most important social and emotional skill.

Here are some examples of social and emotional skills that will make you not only a great employee, but also a great friend, family member, and co-worker.



### Hot Tip

#### Active Listening

Active listening is the social and emotional skill that the most employers look for. It's essential for the majority of jobs, and it'll help you succeed in life in general.



### **Active Listening**

- Listen attentively when someone else is speaking.
- Stay engaged with someone you're talking to in a positive way throughout your conversation.
- Repeat what someone has said to you in your own words.
- Show kindness and acceptance of other people's ideas.
- Use words and body language to show someone you're speaking with that you value them and hear what they're saying.

### **Resilience**

- Recover quickly from difficult situations.
- Understand that setbacks are part of learning and growing.
- Accept that failure is okay and doesn't mean that everything else you do will be wrong.
- Do your best to be positive even in tough times.

### **Working Together**

- Add to a team by sharing information and skills.
- Understand and work within the roles of a group.
- Recognize and respect people's diversity and perspectives.
- Lead or support when it's appropriate.
- Understand the role of conflict in a group in reaching solutions.

### **Flexibility**

- Adapt to new situations as they come up.
- Be open to new ideas and challenges.
- Think and make decisions quickly when you need to.
- Proceed politely and confidently as conditions change.



## **Hot Tip**

### **The Future Is Social and Emotional**

Social and emotional skills are especially important for success on the job. But the truth is, these skills are everywhere. They're related to many of the other sections and topics in this toolkit.

So, remember: We don't consider this list complete, and neither should you. We talk about other skills that can also be considered social and emotional skills in other sections, like communication, problem-solving, and adaptability.

As we learn more about the future of work and the influence of technology on our world, we're starting to understand just how important and valuable social and emotional skills are. For example, technologies like artificial intelligence and robots are being used more and more to complete tasks in the workplace. These technologies can be helpful and let us work faster and smarter. But our research shows that people and their social and emotional skills are more valuable than ever.

So, yes, the future is becoming more and more digital—but it's also social and emotional.

## Putting Social and Emotional Skills to Work

Skill	Ways to use this skill
<b>Active listening</b>	
<ul style="list-style-type: none"><li>• Listen attentively when someone else is speaking.</li><li>• Stay engaged with someone you're talking to in a positive way throughout your conversation.</li><li>• Repeat what someone has said to you in your own words.</li><li>• Show kindness and acceptance of other people's ideas.</li><li>• Use words and body language to show someone you're speaking with that you value them and hear what they're saying.</li></ul>	<ul style="list-style-type: none"><li>• Take notes if it makes sense and would be helpful to you.</li><li>• Ask questions if you don't understand what someone is saying.</li><li>• Let other people speak and avoid interrupting them.</li><li>• For example, you could say, "I think I understand what you mean. Do you mind if I tell you what I think I'm hearing to make sure we're on the same page?"</li></ul>
<b>1.</b> Describe an instance when you think you demonstrated strong active listening. Provide examples of how you demonstrated to others that you were engaged in the conversation.	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
<b>2.</b> Describe someone you know who is especially good at active listening. In your view, what makes them such a strong active listener?	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

Skill	Ways to use this skill
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**Resilience**

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|--|---|
| <ul style="list-style-type: none"><li>• Recover quickly from difficult situations.</li><li>• Understand that setbacks are part of learning and growing.</li><li>• Accept that failure is okay and doesn't mean that everything else you do will be wrong.</li><li>• Do your best to be positive even in tough times.</li></ul> | <ul style="list-style-type: none"><li>• Remember that bad situations don't define you—it's how you respond to them that does. For example, if you get a poor grade on a test, don't take it as a failure. Reframe it as an opportunity to try again and learn more.</li><li>• Be confident in your ability to try again and get better.</li></ul> |
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1. Describe a time when you demonstrated resilience in a situation.  
What was the outcome?

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2. Who is someone you know who is especially resilient?  
Describe a situation you can remember when they demonstrated resilience.

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Skill	Ways to use this skill
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**Working together**

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|---|--|
| <ul style="list-style-type: none"><li>• Add to a team by sharing information and skills.</li><li>• Understand and work within the roles of a group.</li><li>• Recognize and respect people’s diversity and perspectives.</li><li>• Lead or support when it’s appropriate.</li><li>• Understand the role of conflict in a group in reaching solutions.</li></ul> | <ul style="list-style-type: none"><li>• Teamwork can happen in lots of settings: in sports teams, on the job, in the classroom, and even in your neighbourhood. For example, people might need to work together to organize a fundraiser to help support renovations for a local community centre.</li><li>• Being inclusive and making others feel welcome and valued will make you a strong team player and help others.</li></ul> |
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1. Describe a time when you were part of a team that reached a shared goal together.  
What was your role?

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2. Describe someone you’ve worked with who you think is an excellent team player.  
Provide examples of the things they do or say that makes them so good at working well with others.

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Skill	Ways to use this skill
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**Flexibility**

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| <ul style="list-style-type: none"><li>• Adapt to new situations as they come up.</li><li>• Be open to new ideas and challenges.</li><li>• Think and make decisions quickly when you need to.</li><li>• Proceed politely and confidently as conditions change.</li></ul> | <ul style="list-style-type: none"><li>• Many aspects of our lives have a lot of change in them. For example, someone may be hired to work as a dishwasher at a restaurant. But one night, a table-clearer calls in sick. In this situation, the restaurant manager may ask the dishwasher to help clear and clean tables for the night. This demonstrates flexibility.</li><li>• Being flexible not only lets you try new things, but also can help you learn and grow as a person.</li><li>• Your ability to be flexible and adapt to a changing situation contributes to success on the job. For example, people who are flexible are more likely to be promoted and given more opportunities at work.</li></ul> |
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1. Describe a time when you had to be flexible to accommodate the needs of someone else. What did you learn?

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2. Describe someone you know who is especially flexible. Provide examples of times they've demonstrated flexibility and how that's been helpful for others.

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## Personal Management Skills

### What Are Personal Management Skills?

These are the personal skills, attitudes, and behaviours that help you grow. You'll find more ways to achieve your goals when you can do the following:

#### Demonstrate Positive Attitudes and Behaviours

- Feel good about yourself and be confident.
- Deal honestly with people, problems, and situations.
- Recognize your own and other people's good efforts.
- Take care of your personal health.
- Show interest, drive, and effort.
- Think about, anticipate, and respond to the needs of others.

#### Be Responsible

- Set goals and priorities to balance your work and your personal life.
- Plan and manage time, money, and other resources to achieve your goals.
- Measure and manage risk.
- Be accountable for your actions and the actions of your group.
- Be socially responsible and contribute to your community.

#### Be Adaptable

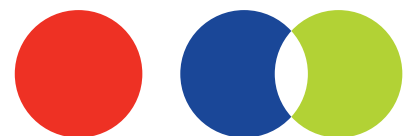
- Work independently or as part of a team.
- Carry out multiple tasks or projects.
- Figure out and suggest other ways to achieve goals and get the job done.
- Be open and respond constructively to change.
- Learn from your mistakes and accept feedback.
- Be flexible and willing to try new things.
- Handle uncertainty.

#### Learn Constantly

- Be willing to always learn and grow.
- Review personal strengths and areas for development.
- Set your own learning goals.
- Be proactive about learning new things on your own time.
- Plan for and achieve your learning goals.
- Look for hands-on learning opportunities, like co-op work placements or volunteering.

#### Work Safely

- Know and follow health and safety practices and procedures.



## Putting Personal Management Skills to Work

Employability skill	Demonstration of skill
<b>Demonstrate positive attitudes and behaviours</b>	
Feel good about yourself and be confident.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Deal honestly with people, problems, and situations.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Recognize your own and other people's good efforts.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet



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Take care of your personal health.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Show interest, drive, and effort.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Think about, anticipate, and respond to the needs of others.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Employability skill	Demonstration of skill
<b>Be responsible</b>	
Set goals and priorities to balance your work and your personal life.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Plan and manage time, money, and other resources to achieve your goals.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Measure and manage risk.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

The Employability Skills Toolkit

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Be accountable for your actions and the actions of your group.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Be socially responsible and contribute to your community.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Employability skill	Demonstration of skill
<b>Be Adaptable</b>	
Work independently or as part of a team.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Carry out multiple tasks or projects.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Figure out and suggest other ways to achieve goals and get the job done.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet

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Be open and respond constructively to change.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/>
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I haven't demonstrated this skill yet

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Learn from your mistakes and accept feedback.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/>
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I haven't demonstrated this skill yet

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Be flexible and willing to try new things.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/>
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I haven't demonstrated this skill yet

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Handle uncertainty.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/>
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I haven't demonstrated this skill yet

Employability skill	Demonstration of skill
<b>Learn constantly</b>	
Be willing to always learn and grow.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Review personal strengths and areas for development.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet
Set your own learning goals.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

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Be proactive about learning new things on your own time.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Plan for and achieve your learning goals.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Look for hands-on learning opportunities, like co-op work placements or volunteering.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Employability skill	Demonstration of skill
<b>Work safely</b>	
Know and follow health and safety practices and procedures.	I demonstrate this skill by ...
	_____
	_____
	_____
	_____
	_____
	_____
	I haven't demonstrated this skill yet



## Teamwork Skills

### What Are Teamwork Skills?

These are the skills you need to contribute to a group productively. We explored some aspects of working together, or collaboration, in the “Social and Emotional Skills” section. Here, we explore the idea of teamwork more deeply.

You’ll be better prepared to add value to the outcomes of a project or team when you can do the following:

#### Work With Others

- Understand and work within the roles of a group.
- Make sure that a team’s purpose and aims are clear.
- Respect and support the thoughts, opinions, and contributions of others.
- Recognize and respect people’s diversity and perspectives.

- Accept and provide feedback in a useful and kind manner.
- Add to a team by sharing information and skills.
- Lead or support when it’s appropriate.
- Understand the role of conflict in a group in reaching solutions.
- Manage and settle conflict.

#### Participate in Projects and Tasks

- Design or carry out a project with well-defined outcomes.
- Develop a plan, ask for feedback, and apply it.
- Work to shared standards of quality.
- Choose and use the right tools for a task or project.
- Adapt to changing information and conditions.
- Keep an eye on the success of a project or task throughout and find ways to improve.



## Putting Teamwork Skills to Work

Employability skill	Demonstration of skill
<b>Work with others</b>	
Understand and work within the roles of a group.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Make sure that a team's purpose and aims are clear.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Respect and support the thoughts, opinions, and contributions of others.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet

The Employability Skills Toolkit

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Recognize and respect people's diversity and perspectives.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Accept and provide feedback in a useful and kind manner.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Add to a team by sharing information and skills.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Lead or support when it's appropriate.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Recognize the role of conflict in a group in reaching solutions.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Manage and settle conflict.

I demonstrate this skill by ...

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I haven't demonstrated this skill yet

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Employability skill	Demonstration of skill
<b>Participate in projects and tasks</b>	
Design or carry out a project with well-defined outcomes.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Develop a plan, ask for feedback, and apply it.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet
Work to shared standards of quality.	I demonstrate this skill by ... <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> I haven't demonstrated this skill yet

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Choose and use the right tools for a task or project.	I demonstrate this skill by ...
	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

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Adapt to changing information and conditions.	I demonstrate this skill by ...
	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

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Keep an eye on the success of a project or task throughout and find ways to improve.	I demonstrate this skill by ...
	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	I haven't demonstrated this skill yet

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# Planning

**Planning helps you accomplish your goals from beginning to end. It's about being proud of your strengths and being honest about your challenges. Being a good planner lets you see your challenges as skill-building goals. You can map out the steps you need to turn your goals into successes by finding the resources and help you need. Think about what you can do to map out a realistic skill-building plan for yourself.**



## Planning Steps

### Step 1: Outline Goals

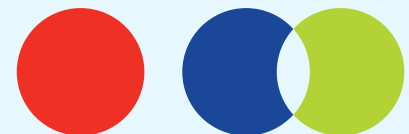
- Prioritize your challenges.
- Picture your challenges as ways to grow.
- Reflect on how overcoming your challenges will make your life better.
- Write your challenges as goals.

### Step 2: Devise Your Strategy

- Find things you can do.
- Identify steps to achieve your goals.
- Measure how you'll know when you've achieved your goals.
- Predict problems that may come up.
- Figure out how you'll deal with these problems.
- Decide who or what can help you achieve your goals.
- Give yourself enough time to achieve your goals.
- Clarify your goals and solutions.

### Step 3: Check In

- Check in with coaches.
- Line up the resources you need.
- Prepare a learning contract.
- Check growth.
- Review and reset goals.



## Putting the Planning Steps to Use

### Prioritize Your Challenges

You've done some thinking about who you are. You discovered strengths you didn't know you had. But you also understand that you have some challenges if you want to meet your goals.

The first thing to do is to set priorities. In other words, you need to decide which skill areas will help you the most right now. Take another look at what you found in the exercises you've done so far. What areas need skill-building? What will help you right now to meet your goals? Look at feedback from others. Use your new self-confidence to turn your challenges into positive goals.

Choose only **three** challenges you can turn into opportunities—starting today—to make yourself more successful in what you do. You can come back to this exercise as many times as you need.

#### What are the three challenges you've picked to build on?

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### **Picture Your Challenges as Ways to Grow**

Now that you've narrowed down your list of challenges, write down what overcoming each of these challenges will look like to you.

#### **How will you overcome each of your three challenges?**

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**1.**

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**2.**

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**3.**

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## Reflect on How Overcoming Your Challenges Will Make Your Life Better

Beating these challenges will help you continue to build your skills and become more employable.

### How will overcoming your three challenges make your life better?

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## Write Your Challenges as Goals

Now you're ready to write your challenges as goals that will have a payoff for you.

### What goals have you created from your three challenges?

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As you finish each step, you'll be closer to building a stronger set of employability skills. Start building your skills and turning your challenges into goals. As you continue, deal with the challenges that come up. You'll know you've reached your goals when your life changes for the better.

## How to Solve Problems

Problems happen every day. They happen everywhere—at home, at school, and at work. Your ability to solve them efficiently (and, since they often involve other people, without hard feelings) will not only make your life easier, but also give you an advantage in the eyes of an employer.

## Putting Problem-Solving to Work

This exercise walks you through a process for solving problems. By breaking a problem into bite-sized chunks, you can deal with each part in sequence. In these smaller pieces, a problem looks less scary, and you can find a solution.

### Using this template:

1. Write a three- or four-sentence description of a problem you have at work or at school to brainstorm how you can find a solution with your problem-solving skills.
2. Using the problem-solving skills outlined below, go through the process of solving the problem you described. Be creative. Get feedback from others. You may think of three or four ways to solve the problem. Some of these steps may not apply, but make sure to still follow them in order.

### Think and solve problems:

- Assess situations and spot problems.
- Find different points of view and evaluate them based on facts.
- Recognize multiple dimensions of a problem (e.g., human, interpersonal, technical, scientific).
- Identify the root cause of a problem.
- Be creative and innovative in exploring solutions.
- Use science, technology, and math to solve problems and make decisions.
- Consider solutions to make recommendations or decisions.
- Apply solutions.
- Reflect on solutions (e.g., ask others involved if things worked well for them and what their thoughts are on areas you could have done better) and act on opportunities to improve.



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**The problem:** (three or four sentences)

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**The problem-solving process:**

**1. Assess the situation and identify a problem.**

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**2. Find different points of view.**

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**3. Recognize multiple dimensions of the problem.**

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**4. Identify the root cause of the problem.**

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**5. Be creative and innovative.**

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**6. Use science, technology, and math to solve the problem and make decisions.**

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**7. Consider solutions to make recommendations or decisions.**

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**8. Apply solutions.**

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**9. Reflect on solutions and act on opportunities to improve.**

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# Prepare to Grow: A Change-Ready Mindset

## What Is a Change-Ready Mindset, and Why Is It Important?

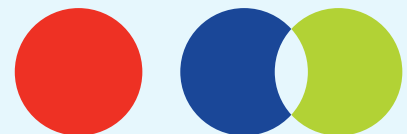
Today, it's rare for someone to spend their entire career doing the same job at the same place. People may go to college or university to train for a job but end up doing various different jobs as their life goes on. Though people may change jobs a lot, they tend to use and build on similar skills in different jobs.



For example, someone may train to be a nurse and work as a registered nurse for five years. During this time, they may decide that while they like nursing, their true passion is to run a business. So, they may leave their job to complete more training and switch to working for a company that sells tools and machines to hospitals. This process of going from one job to the next is called a **job transition**. In this case, the registered nurse is able to draw on the many skills that they developed through school and work and apply them in a different—but in some ways similar—setting.

Sometimes people move to different jobs because they want to try something different or don't feel fully happy in the first job they train for.

In other instances, people go through a job transition because the job that they're in may no longer be available. For example, someone working as a cashier at a store may find out that the company is moving to self-checkout only, which means that cashiers will no longer be needed. When this happens, the person may need to train for a new job.





Most people looking to navigate a job transition have a variety of potential options available to them.

When thinking about and preparing for a job transition, you should think about two main things:

1. Think about what is **reasonable**. If you're going to change jobs, it's important to identify a job that requires similar skills, abilities, knowledge, experiences, and education. This will allow you to build on the skills you already have and, hopefully, learn more that will add to your skill set.



## Hot Tip

### OpportuNext

Want to learn more about how to plan a career path with a similar skill set?

Check out [OpportuNext](#). It's a free tool created by The Conference Board of Canada that can help you do just that.



2. Think about what is **desirable** to you. This means a job that you're interested in, one that pays the same amount or more, and has opportunity for job growth and development.

It's important to go through your career being open to different jobs and understanding that a change in your path will probably happen. Being ready to grow throughout your career really comes down to two things: 1) knowing yourself, your skills, and what you enjoy and are good at; 2) being open to lifelong learning.

## Putting Your Change-Ready Mindset to Use

Knowing yourself, what you're passionate about, and what you're good at helps you understand your skill set and how you can best apply your skills to be successful in work and life.

This activity will let you think about your skills (and what you're good at) and how you want to apply them in the workplace.



## Hot Tip

### Skills Work Together

You can think about your skill set as a collection of skills and abilities that you can apply to achieve personal and professional goals. A skill set is generally made up of a bunch of different skills, many of which are similar and complementary. Knowing the groups of skills you have and finding ways to build on them and apply them in the workplace will help you succeed and grow in your career.

## Skill #1

Name a skill you have:

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I demonstrate this skill by ...

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Some jobs I could use this skill in could be ...

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**Skill #2**

Name a skill you have:

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I demonstrate this skill by ...

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Some jobs I could use this skill in could be ...

**1.** \_\_\_\_\_

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**2.** \_\_\_\_\_

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**3.** \_\_\_\_\_

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### Skill #3

Name a skill you have:

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I demonstrate this skill by ...

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Some jobs I could use this skill in could be ...

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## Acknowledgements

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The Conference Board of Canada

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