

UP Skills For Work is a workshop series on soft skills at work:



Motivation



Attitude



Accountability



Presentation



Teamwork



Time Management



Adaptability



Stress Management



Confidence



Skills for Work

Workplace Delivery Program



ABC Life Literacy Canada is a non-profit organization that inspires Canadians to increase their literacy skills. We envision a Canada where everyone has the skills they need to live a fully engaged life.



UP Skills for Work is a free, introductory soft skills program delivered to adult learners at community organizations and workplaces across Canada since 2017.

What was the Fall 2018 Workplace Delivery pilot program?

- Expanding *UP Skills for Work* into more workplace settings in 2018
- Subsidized training for workers in manufacturing, hospitality, & other industries
- 15 participating employers across Canada in Fall 2018
- ABC provided: Trained facilitator, workshop materials, evaluation, refreshments
- Employer provided: Staff time, workshop space, feedback
- Delivered in collaboration with Futureworx

Our approach to soft skills training

- Introductory 4-workshop series (in English and French):
 - ✓ Workshop 1: *Introduction: Taking charge of your soft skills*
 - ✓ Workshops 2 through 4: employers chose 3 of: *Motivation, Attitude, Accountability, Presentation, Teamwork, Time Management*
- Asset-based and behavior-focused approach to soft skill development
- Curriculum: activity-based, conversational, encourages self-reflection
- Assessment: measures gains in confidence and intent to change
- Workbooks written at Grade 6-8 reading level, CLAD-compliant (Clear Language and Design)

Founding Sponsor



STRONGER COMMUNITIES TOGETHER™

This project has been partly funded by the Government of Canada through the Adult Learning, Literacy and Essential Skills Program.

By the numbers

60
Workshops
delivered at **15 workplaces**
to a combined total of
762 participants

186
Unique Participants
each taking a set of 4 soft
skills workshops at their
workplace

9
Facilitators
at key agencies across
Canada trained to deliver
UP Skills for Work

4
Sectors Reached:
Manufacturing, hospitality,
social services, and finance

5
Provinces Reached:
British Columbia, Manitoba,
Ontario, Quebec, and Nova Scotia

80% | **20%**
English | **French**
Delivery in **both**
official languages

On average:

- 86%** of participants indicated that they were planning to do things differently at work because of what they had learned in the workshops
- 87%** of participants felt the workshops increased their confidence in their soft skills at work
- 93%** of participants felt they understood soft skills better because of the workshops
- 100%** of participating employers who have completed our exit survey so far responded positively when asked if they would run an ABC Life Literacy Canada workshop again

What can *UP Skills for Work* do for your workplace?

- Tackle workplace soft skills challenges, expectations, and work culture in a safe and constructive environment
- Provide positive reinforcement and leadership development for strong employees
- Help your team adapt to workplace changes and/or a workplace culture shift
- Provide accessible professional development opportunities for staff with a range of educational backgrounds and English or French language skills

Learn more at
upskillsforwork.ca/workplace

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