



Workplace Literacy



Workplace Literacy at JNE Welding



At Royal University Hospital

“Improved my English speaking and writing skills and even reading skills.”

Workplace Literacy

Workplace Literacy workshops are designed to improve communication skills for employees new to Canada or employees who want to improve their literacy. These workshops are designed to actively involve participants in learning through experiential simulations, motivational exercises, teambuilding activities and group discussion using their own workplace examples.

Each session is usually one hour. Although the order, time, and exact content are customized to each organization, topics in this series include:

Orientation

Our first workshop is always adapted to include time for Orientation, during which participants may complete interest surveys, complete necessary forms, and participate in introductory activities.

1. Reading Text – Every session includes written materials which include workplace documents (see Document Use), grammar and vocabulary using topics that are work related (safety, tools, work procedures, etc.).

2. Document Use – Documents are provided by the employer and may include safety materials, work specifications, job descriptions, forms, manuals, performance evaluations, benefit plans, newsletters, emails and bulletins.

3. Writing – Predominantly, writing is addressed as it relates to completing workplace documents and includes basic grammar and related vocabulary.

4. Oral Communication – Participants are encouraged to share with each other and the facilitator to practice speaking, pronunciation and improve confidence. Participants are encouraged to ask questions and seek clarification both in session and at work.

5. Working with Others – Through partner and group exercises, participants improve their interaction with fellow workers and work to support each other.

6. Continuous Learning – Participants are provided with resources and referrals for additional learning opportunities.

Our workshops are designed to address the nine Workplace Essential Skills identified by Human Resources Development Canada:

- Reading Text
- Document Use
- Numeracy
- Writing
- Oral Communication
- Working with Others
- Continuous Learning
- Thinking Skills
- Computer Use (requires on-site computer access for all participants)



7. Thinking Skills – Exercises are designed that require basic and higher level thinking and problem solving skills.

8. Numeracy – Generally addressed through the use of workplace documents (measurements, specifications, conversions) and specific lessons can be developed as required.

9. Computer Use – Where computer access for training sessions is available, interactive programs are used for activities in reading, listening, speaking and writing. Online safety programs such as the WHMIS training site can also be accessed.



Individual and group activities are included

“The topics I liked the best were Community Resources, Employee Handbook and Diagram Drawing Instructions...also good to ask questions and get answers about different topics, like cooking, politics, Canadian culture, history, information for Canadian citizenship.”