SFS Support Organization Workplace Literacy Curriculum Resources (2022-23)

Provincial Support Organization	Resource
College Sector Committee for Adult Upgrading (CSC)	**Using Forms in the Workplace** This resource is best provided to learners as a digital MS Word document. Learners will be introduced to workplace forms and practice filling out an employee information form (fillable Word doc0. Then they will read a workplace incident and fill out a workplace incident form. Marking guide is included at the end. Resources Forum Link
	Observing and Notetaking in the Workplace Learners compare two short videos related to automobile repair services. They record their observations to prove their understanding of the importance of accurate workplace note-taking. Marking guide is also included at the end. Two videos are posted with this resource and must be saved and provided to the learner. Resources Forum Link
	Using Email Effectively in the Workplace Learners will read about communicating effectively in a workplace email. They will compare two styles of email and reflect on the effectiveness of each. As a final task they will compose a workplace email using a mock workplace scenario and details.

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	[Resources Forum Link](#) [Resources Forum Link (French)](#)
	Adaptability : Reacting to Change and Developing a "Can-do Attitude" This resource will provide learners with tools and tips on how to develop adaptability skills in the workplace and how to develop a can-do attitude. [Resources Forum Link](#) [Resources Forum Link (French)](#)
Community Literacy of Ontario (CLO)	**Skills for Success in the Workplace: Retail Series** This series of Skills for Success Curriculum Resources can be used as a supplement to the "Retail Curriculum package" developed by Literacy Link Eastern Ontario (LLEO) and produced by Community Literacy of Ontario (CLO) in 2019. It is not an adaptation of that material but an addendum focusing on five newly identified Skills for Success competencies—Problem Solving, Adaptability, Creativity & Innovation, Collaboration, and Communication—as well as updates to the retail sector itself. These resources are learner-based and activity-focused, moving the learner through on-the-job "scenarios" which they will have to respond to. In participating in the activities, the learner will gain an understanding of the workplace challenges that might require them to use a given competency and its associated strategies. The series is divided into six sections that can be used separately or in tandem: ● Skills for Success in the Workplace: Retail – Finding a Job

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	- Skills for Success in the Workplace: Retail – Problem Solving - Skills for Success in the Workplace: Retail – Adaptability - Skills for Success in the Workplace: Retail – Creativity & Innovation - Skills for Success in the Workplace: Retail – Collaboration - Skills for Success in the Workplace: Retail – Communication Each workbook is a fillable PDF. Resources Forum Link Resources Forum Link (French) * missing one file- still being translated
Continuing Education School Board Administrators (CESBA)	**Personality and Communication in the Workplace - eLearning Module** This course explores the four main communication styles and various types of personalities. Examples are given of how to engage and collaborate with these differences in the workplace. Learners will learn how to become more assertive, which bird (D.O.P.E) personality is most like them, the benefits of optimism, the differences between extroverts and introverts and how to improve interactions in the workplace by avoiding communication barriers. Resources Forum Link
	Problem Solving and Decision Making in the Workplace - eLearning Module This course includes an introduction to soft skills, explores different decision making strategies and how to solve problems in the workplace. The skills necessary for problem solving including self-confidence, resiliency, listening skills, flexibility, adaptability, and collaboration are discussed. Real world examples are introduced as practice for

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	the information presented in this course. There is also a PDF version of this course which can be downloaded below. Activities between courses vary. Resources Forum Link Resources Forum Link (French)
	Retail Math This course has three sections, determined by OALCF level. Instructors wishing to show progress can guide each learner to complete each level. This course is modular and can be delivered/instructed in parts with only one section used, based on learner need and level. What areas of this course a learner completes is at the discretion of the instructor. Part 1 (OALCF level 1) of this course contains lessons on counting and making change, using a calculator, basic math operations, measuring time, and writing sums of money in decimal form. Part 2 (OALCF level 2) of this course contains lessons on rounding numbers, calculating work hours and pay stubs, understanding fractions, using percentages in the workplace, and calculating decimals. Part 3 (OALCF level 3) of this course contains lessons on averages, ratios, and using retail formulas. This course design provides learners entering the workplace with the math skills needed to work effectively but can also be useful to secondary school students entering co-operative placements, or learners looking to improve numeracy skills for independence. Resources Forum Link Resources Forum Link (French)

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	Introduction to Frontline Leadership and Supervising Skills - eLearning Module This course addresses leadership in employment areas such as manufacturing, retail, offices, and warehouses. The course introduces the 5 most common styles of leadership, along with information and tips on workplace ethics and behaviours, meetings and presentations, positive language, diplomacy and offering feedback. This course may introduce some unfamiliar terms and vocabulary to the learner, although each term is introduced and explained in this course, instructors may wish to review the course first to be sure that it suits the level of their learner - prior to instruction. Resources Forum Link
	Volunteering This course discusses the benefits of volunteering including skill building for employment through volunteer work. This course introduces the concept of civic responsibility, discusses types of volunteering, health and safety and rights for volunteers. Workplace expectations for volunteers is also explored in this course. Resources Forum Link Resources Forum Link (French)
Laubach Literacy Ontario (LLO)	**Get SET for Office Administration** This targeted training package includes all the materials you need to run a workshop series about budgeting, organization and time management. The package includes:

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	- Power Points - Learner Plan Template - Learner Assessment - Learner Workbook - Handouts and Activities The training has been developed to be delivered over 12-13 sessions. Each session will take 2-3 hours. Each session has a PowerPoint presentation. There is one learner workbook, which is used for all 12-13 sessions. The workbook can be printed, or distributed online as a fillable PDF. There are individual handouts and an answer key that applies to some sessions. In addition, there is a sample learner plan template with suggested milestones that can be used by Employment Ontario funded programs. Resources Forum Link
	Get SET for Customer Service This targeted training package includes all the materials you need to run a workshop series about budgeting, organization and time management. The package includes: - Power Points - Learner Plan Template - Learner Assessment - Learner Workbook - Handouts and Activities The training has been developed to be delivered over 10-11 sessions. Each session will take 1.5 - 2 hours.

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	Each session has a PowerPoint presentation. There is one learner workbook, which is used for all 10-11 sessions. The workbook can be printed, or distributed online as a fillable PDF. There are individual handouts in some of the sessions and an answer key for the workbook. In addition, there is a sample learner plan template with suggested milestones that can be used by Employment Ontario funded programs. Resources Forum Link
	Marketing Workplace Literacy Ontario is experiencing a constricted labour market which means that there are more jobs available than people to fill them. As a result, employers are hiring individuals who have less than the desired level of skill and so are interested in potentially working with adult literacy agencies to address skills gaps. Also, the nature of skills needed to perform effectively in the workplace have changed and continue to evolve. Continuous learning is becoming an expectation of, and an asset for, employees and job seekers alike. As a result, adult literacy agencies are increasingly being drawn into the world of providing workplace literacy. This reality represents a change for many adult literacy agencies that, historically, have welcomed all individuals who came to them to seek service. Workplace literacy though often means that adult literacy agencies seek out partnerships with employers who see upgrading needs among their employees. Marketing to employers is very different than marketing to employment and social service agencies. We will explore some of these differences in this module. Resources Forum Link Resources Forum Link (French)

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	Workplace Literacy Organizational Needs Assessments (ONAs) There are many ways to conduct an Organizational Needs Assessment (ONA). Perhaps the most important thing to understand when beginning the process is that it will not be linear. When building a relationship with employers there are many factors impacting their needs, including sudden changes to the business cycle. After all, for-profit industries and not-for-profits must respond to different changes in their environment. Understanding these differences when you enter the ONA process will serve you well. This resource provides and overview of how to conduct an organization needs assessment to lay the foundation for workplace training. Resources Forum Link Resources Forum Link (French)