

# WORKPLACE ESSENTIAL SKILLS

Workplace Essential Skills are the foundation skills that everyone uses while performing the tasks required by their job. We draw on them while learning all other skills and they support and enhance our ability to innovate and adapt to workplace change.

## WORKPLACE ESSENTIAL SKILLS:

Reading  
Document use  
Writing

Oral communication  
Thinking skills  
Working with others

Digital technology  
Continuous learning  
Numeracy



## Workplace Essential Skills Snapshot for Small Business Owners

The following is intended as a brief snapshot of the Workplace Essential Skills that most Small Business Owners need in order to be successful. It is only intended to get you thinking about which Workplace Essential Skills you may use most, and which ones you might like to learn more about.

The three different lights below are meant to indicate your comfort level with a statement that refers to you. Please read each statement and then check off the one you think applies.

- **Green Light:** I move confidently in this area
- **Yellow Light:** I move with caution in this area
- **Red Light:** I have not started moving in this area



	● Green Light	● Yellow Light	● Red Light
I am comfortable reading and interpreting legal documents like contracts, leasing agreements and tax forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can fill out and keep track of the day-to-day paperwork required to run my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can get financial information I need from charts, tables and graphs, and read and interpret financial statements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	 Green Light	 Yellow Light	 Red Light
I can communicate and sell my ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable making small talk, networking and initiating contact with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable with interacting with customers to provide good customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can resolve conflicts with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable negotiating contracts with suppliers and customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident I have the writing skills I need to promote my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can write email, letters and short reports that clearly and confidently convey my message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have all the numeracy skills I need to develop and monitor a budget and cash flow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily set up and monitor a system for tracking inventory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to think logically through situations that need my attention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can evaluate the quality of my advertising and make good judgments about design, layout, colour, logos, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable using problem-solving strategies to constructively resolve problems, issues and concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident with the decision-making process I use to make business decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can research, gather information and monitor trends to make sound business decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel in control of my use of time and can effectively organize and prioritize my tasks to use my time efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can deal with interruptions and feel comfortable resolving tasks that go off-track or responding to situations that unexpectedly arise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can remember names, faces and voices of customers and their history with me as part of providing good customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable taking a leadership role and communicating my priorities and organizing and directing the work of others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I look for and take advantage of many types of learning opportunities in order to adapt to change and grow my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable learning about and using new digital technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

