WPLAR Support of Manitoba Workplaces

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Who is WPLAR?

WPLAR's Approach:

- Fostering engagement, collaboration & partnerships
- Focusing on current and authentic workplace performance and skills recognition priorities & requirements
- Increasing system, process, and activity efficiency, effectiveness & sustainability
- Consistently delivery workplace-focused RPL responses that are high-quality, meet the specific need & are replicable
- Creating opportunities for moving workplace RPL practice forward

Lessons Learned

Where We Have Gone & Why

Starting with the End in Mind

the three-legged stool

Employers Say they Need Workers Who Can:

- Communicate and collaborate effectively
- Apply needed thinking strategies
- Use digital technology responsibly and confidently
- Learn for work and adapt to change
- Use their workplace literacy and numeracy skills to complete workplace tasks accurately
- Possess the self-management and cooperating with others attributes

Skills for Success @ Work

Essential Skills for Success @ Work Framework

- Communicating & Collaborating
  - Oral Communication, Writing, Working with Others
- Applying Thinking Skills
  - Job Task Planning & Organizing, Critical Thinking, Problem Solving, Decision Making, Finding Information, Significant Use of Memory
- Using Digital Technology
  - Digital Technology
- Learning for Work
  - Continuous Learning
- Workplace Literacy & Numeracy
 - Reading, Document Use, Numeracy

Skills for Success @ Work

Personal Management Basics for Success @ Work* Framework

- Self-Management (Self-Awareness, Responsible Behaviour, Stress Management, Positive Attitude, Initiative, Adaptability & Flexibility)

- Cooperating With Others (Interpersonal Skills, Respect for Others, Respect for Expectations, Reliability, Personal Presentation)

*adapted from PBM framework created by the Prior Learning Centre

Skills vs. Tasks

Work
Tasks ← **Skills** → School
Tasks

↓

Everyday
Tasks
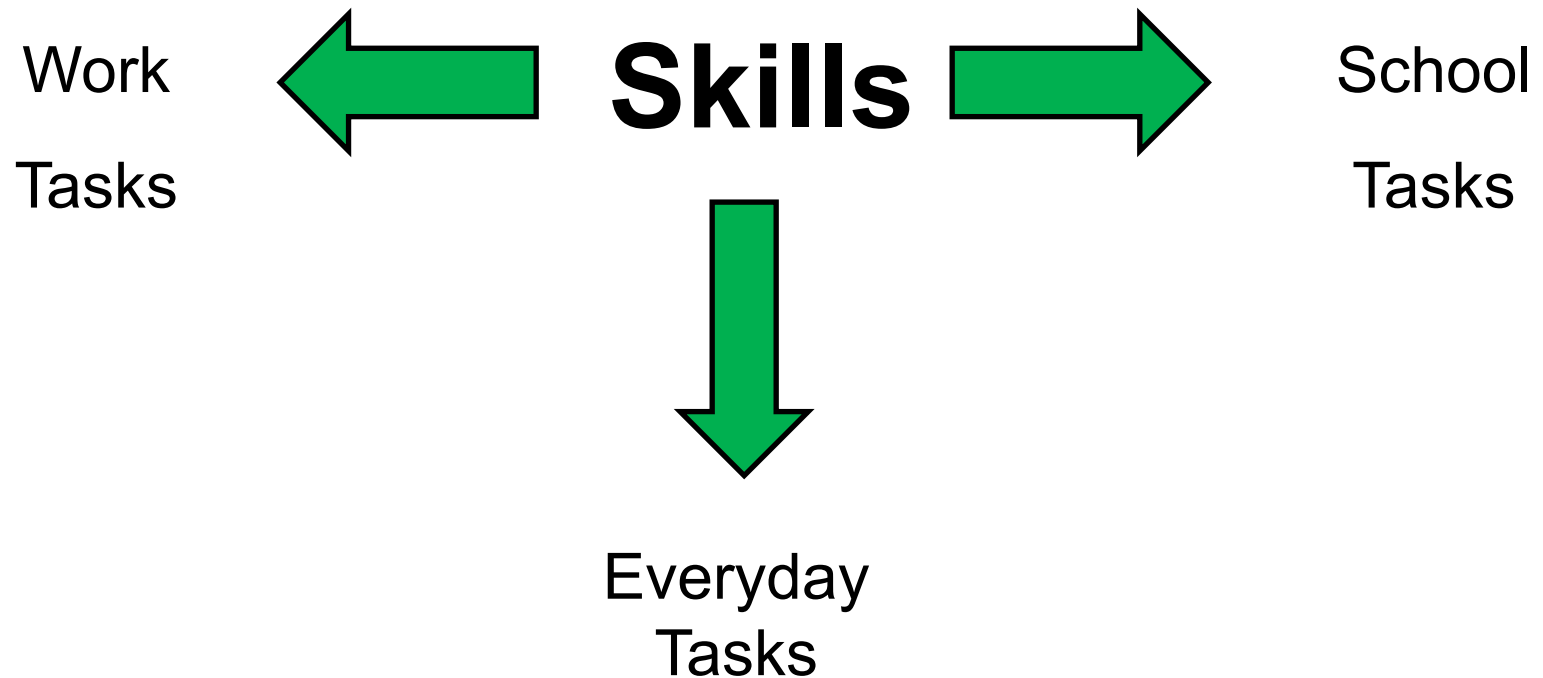
Transferability of Skills

Job   ⬅   **Skills**   ➡   Job

⬇

Job
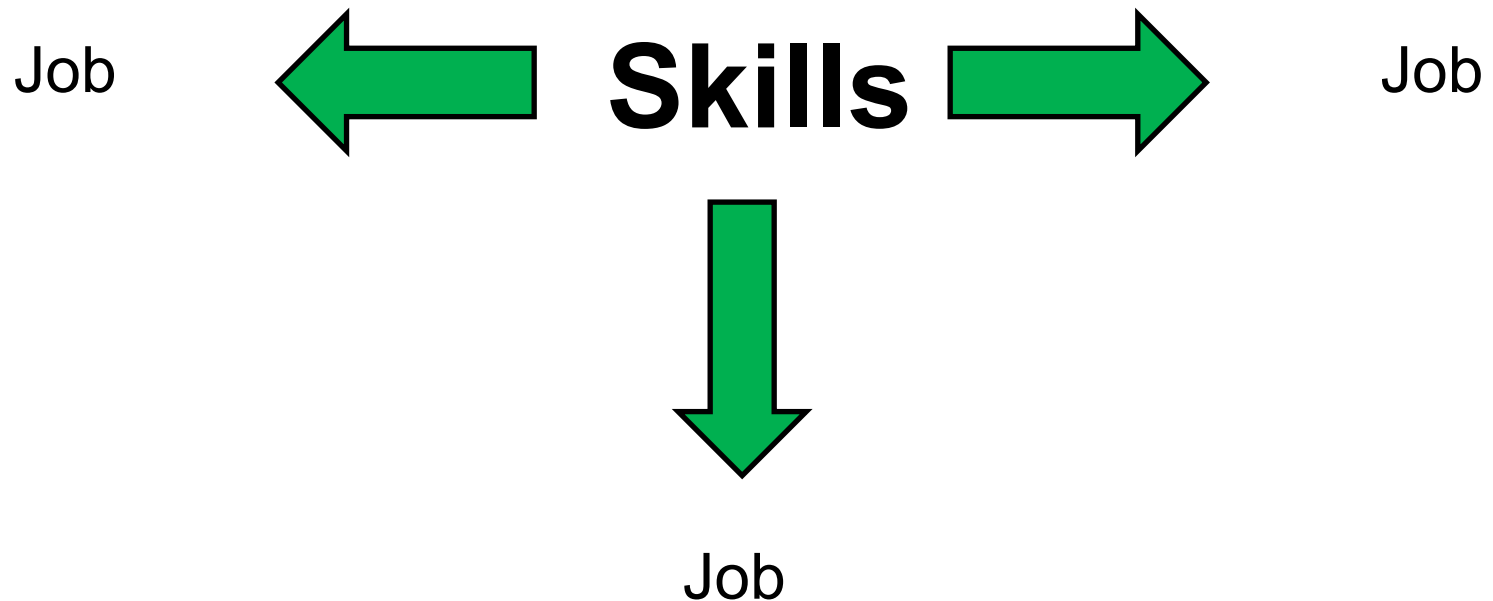
Hard vs. Soft Skills

- Hard skills are performed in the same way every time

- Soft skills are the non-technical more flexible skills where there isn't just one consistent way to an answer or good outcome. It isn't about doing the same thing every time

Workplace Performance & Skills Recognition

Workplace Needs & Priorities

WPLAR Response: Fit for Purpose

Integrating RPL – As Appropriate – into Workplace Skills Recognition Strategies

WPLAR Response:
A Streamlined Approach

Examples of Supporting Workplaces

Development of a Hiring Tool for Floor Staff in Retail

- Three key competencies identified:
  - Respect for workplace expectations
  - Positive customer engagement
  - Ability to prioritize, organize and multi-task
- Creation of a competency profile for each:
  - Definition (what does successful performance look like?)
  - What to Look For (how can proficiency be judged?)

Development of a Hiring Tool for Floor Staff in Retail

- Two types of questions for each competency
- For the three behavioural matching questions:
  - Question
  - Prompts
  - What to look for in answer given
  - Red flags
- Observations checklist
- Recording template – Situation, Action, Results

WPLAR Response: Common Understanding & Language

Supporting Manitobans Moving to Employment

Questions & Comments