

# Core Skills for the Workplace

A preliminary workshop to understand the learning needs of young people preparing for careers.

Facilitated by

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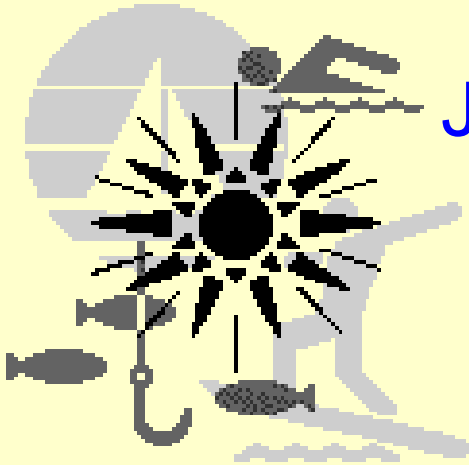
Learning & Development Consultant



# Who am I?

- Crack the code:
  - Smallest
  - 54
  - 21
  - 13
  - $1 + 3$

# Changing Perceptions



Jack of all trades, master of none!

Talented but Confused

Jack of one trade, master of one!

Specialist



Jack of many trades, master of some!

Talented and Versatile



# My journey, different jobs



Adventure camping, outdoor teambuilding.  
Worked with Tea, Banking, Construction, Engineering, FMCG, Retail, Healthcare

**Started a software development company**

**Left to start private consulting**

Behavioural Science. Diploma in T&D, Personality profiling

**Worked across India - 13 years with IL&FS**

**Left to join corporate training**

**Taught for 21 years**

Maths, Computer Science

**Completed the B.Ed**

**Joined Advertising - left**

Video & Still Photography

**English Honours in College**

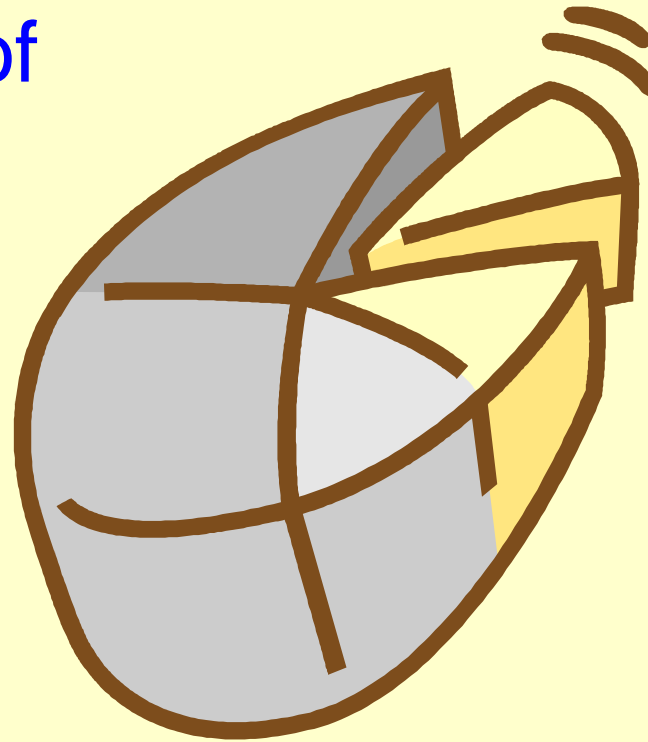
**Studied Science in School**

Professional rock music



# Three Elements ...

Elements of  
Success



Elements of  
Growth

Elements of  
Learning

# Elements of Success



# Elements of Success

Success may have several aspects

- How global is the workplace?
  - What kind of changes are taking place?
  - What new strategies are needed here?
- Do we succeed?
  - Where are we going and are we getting there?
  - Is what we are doing helping us to get there?
- What do we need to succeed?
  - What knowledge or skills are necessary?
  - Where are the gaps? How can we fill them?

# Interviews these days ...

Describe a time when you were able to reverse a negative situation at work

Describe a really difficult person you worked with and how you handled working with that person

Describe a situation when one of your decisions was challenged by higher management; what did you do and how did you react?

What types of experiences have you had dealing with irate customers or situations?

Describe the types of teams you have worked in and tell me what worked well and what did not.



# Are there gaps in our education?

TRADITIONAL EDUCATION	WORKPLACE REQUIREMENTS
Knowing Facts	Problem-solving, finding solutions
Individual Effort	Working in teams
Passing a test	Learning how to learn
Achieving a grade	Continuous improvement
Individual Courses	Interdisciplinary knowledge
Exclusive schools	Managing Diversity

These findings are based on discussions with corporate managers, HR managers ...

# Elements of Growth



# Some Aspects of Growth

Goal-setting

Enthusiasm & Pride

## Self-achievement

Making decisions

Interpret information

## Information Management

Time management

Punctuality, attendance

Cooperation in Groups

Conflict handling

## Teamwork

Sharing decisions

Handling diversity

Giving & receiving feedback



Problem solving

Classifying Data

Build confidence

Effective speaking

## Communication

Clear writing

Leadership

Active Listening

# The Core Skills List

*From the Scottish Qualifications Authority, Core Skills Standards*

Problem Solving

Communication

Numeracy

Information Technology

Working with Others

[www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)

- Problem solving
- Verbal Communications
- Written Communications
- Paperwork and Numbers
- Practical & Mechanical
- IT skills
- Transferable Skills
- Personality
- Added advantage skills

# What are the most-needed skills?

- Teamwork
- Communication skills
- Presentation skills
- Selling
- Handling meetings
- Leadership
- Problem solving
- Customer service
- Proactiveness
- Good work ethic
- Positive attitude
- Time management
- Handling criticism
- Giving feedback
- Self-confidence
- Flexibility
- Handling pressure
- Taking ownership

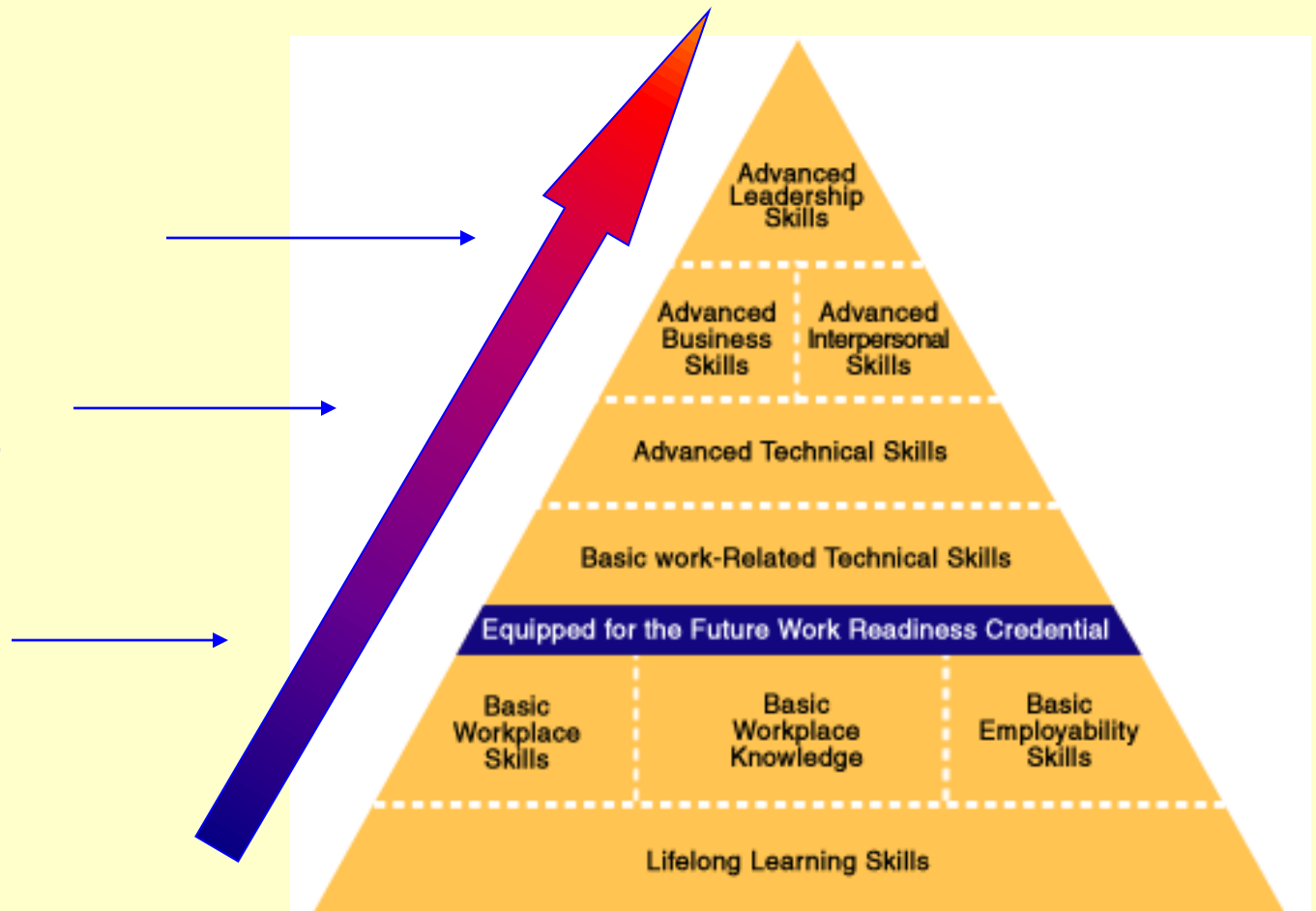
*Compiled from various sources through a Linked In survey*

# The UK Work Readiness Credential: A Common Foundation for Employability

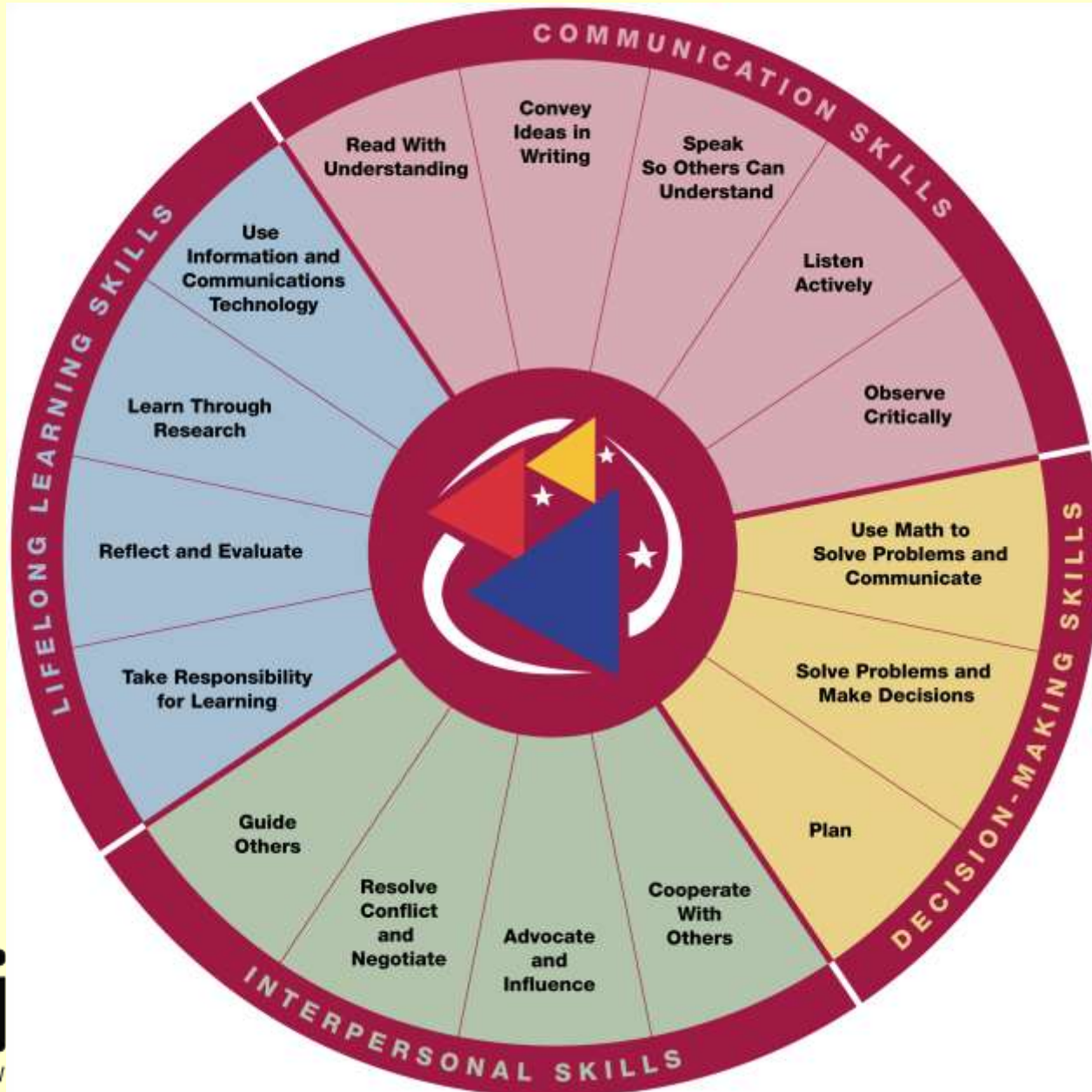
Degrees

Occupational  
Certifications

EFF Work  
Readiness  
Credential



# EFF Standards For Adult Learning

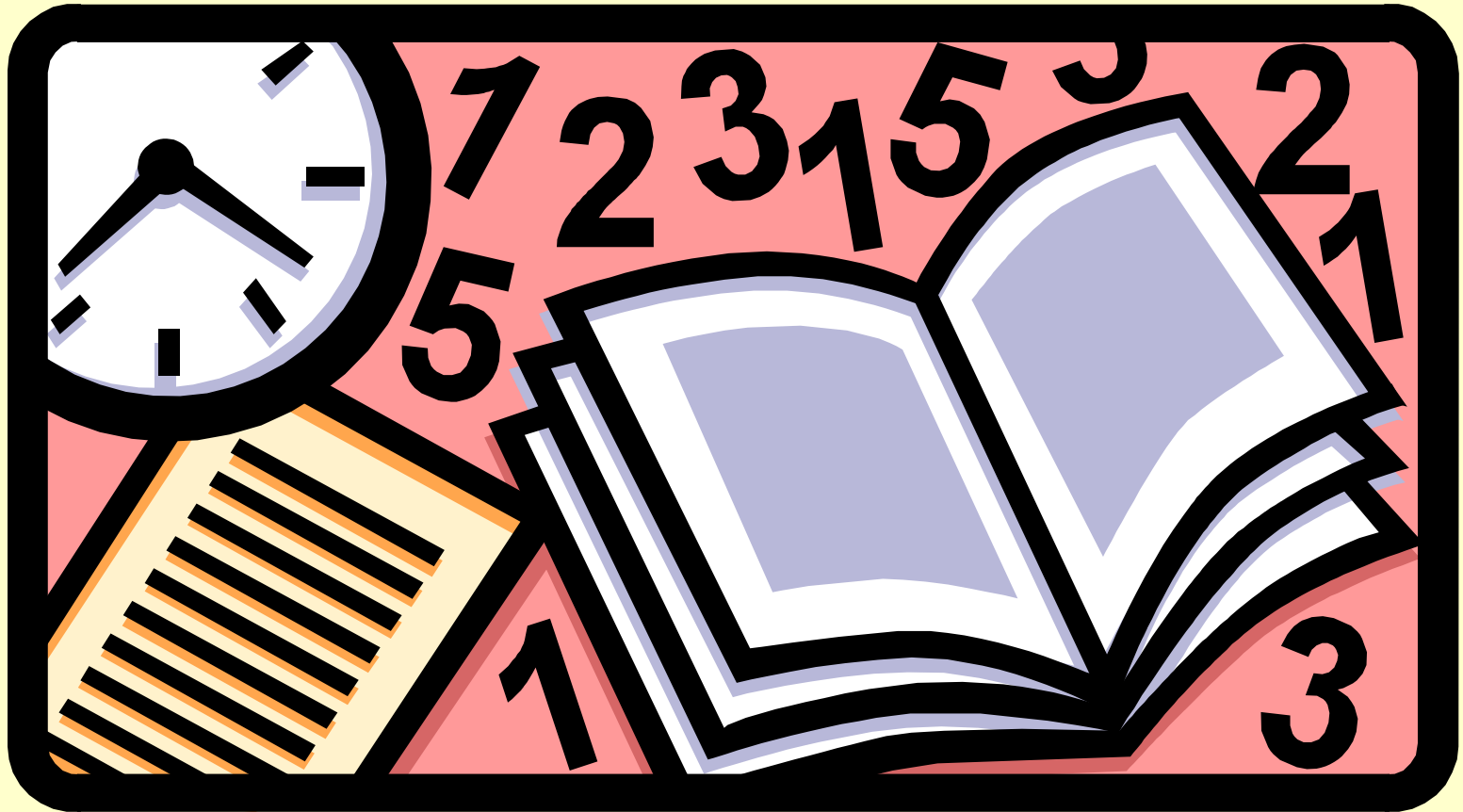


# Personal Survey

- It's a private survey, names not disclosed
- Contains a list of the common skill areas
- Gives 3 personal choices (tick one)
  - Very important
  - Important
  - Not important
- Additional space for adding other skills
- Space for personal comments on the program
- Use the back page for suggestions



# Elements of Learning



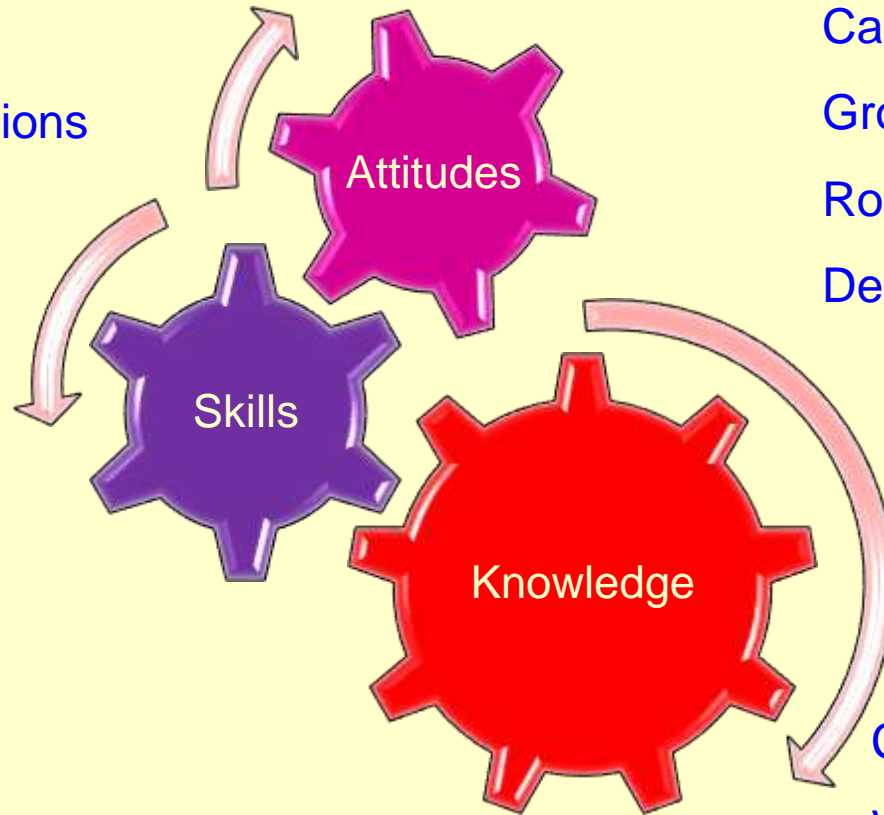
# Elements of Learning

- Self-training
  - Books and videos
  - Online courses
- In-house training
  - Workshops
  - Seminars
  - Additional courses
- External training
  - Spare time courses



# The Proposed Programme

Interactive Practice Sessions  
Paired Exercises  
Worksheets & surveys  
Drill & practice  
Assessments




Group Discussions  
Case Study Analysis  
Group Games  
Role Plays  
Debates, extempore

Core skills  
Visits from experts  
Management toolkit  
Additional needs

# Decisions

- Name of the program?
  - Open to discussion and suggestion
- What will be addressed?
  - Based on the survey and validation
  - Content will change with requirements
- Who will attend?
  - By invitation?
  - Volunteers?
- When will the sessions be held?
  - Saturdays before regular classes?



Please  
hand over  
the survey

