

# Read On Adult Literacy and Learning Program



## Moving Forward Project

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*Today, and every day, Read On honours, respects, and acknowledges we are gathered on the territory of the Blackfoot People. We also acknowledge the Metis people of Region III, who make their home on this land.*

# Highlights

- Background
- Development
- Pilot 1 & 2
- The *Moving Forward* workbook

# Background

- ▶ Read On has 30 years of experience working with learners and community.

# Development - Three parts

WEEK 1 - Self	WEEK 2 - Team	WEEK 3 - Safety	WEEK 4 - General Workplace
Introduction to course and concepts	Productivity	Workplace Safety (Physical)	Appearance and Presenting yourself
Attendance	Speaking Up	Workplace Safety (Psychological)	Diversity and Inclusion (15 protected Grounds)
Personal traits and characteristics	Use of documents	Respect in the workplace	Orientation and onboarding
Attitude	Working with others	Handling Conflict in the workplace	Wrap up

# Expectations

- ▶ 1. Attendance and punctuality
- ▶ 2. Appearance
- ▶ 3. Workplace communication
- ▶ 4. Attitude
- ▶ 5. Handling conflict
- ▶ 6. Diversity and inclusion
- ▶ 7. Personal safety
- ▶ 8. Responsibility for safety
- ▶ 9. Unwritten rules
- ▶ 10. Accountability
- ▶ 11. Workplace respect
- ▶ 12. Collaboration and teamwork
- ▶ 13. Productivity
- ▶ 14. Adaptability
- ▶ 15. Organization and time management
- ▶ 16. Confidence
- ▶ 17. Confidentiality
- ▶ 18. Problem solving
- ▶ 19. Motivation
- ▶ 20. Character traits

# Skills

- ▶ Interrupting conversations correctly
- ▶ Direct and indirect communication
- ▶ Questioning - open versus closed
- ▶ Giving and receiving feedback
- ▶ Summarizing
- ▶ Clarifying instructions or directions
- ▶ Making requests
- ▶ Small talk
- ▶ Make an apology
- ▶ Make a suggestion
- ▶ Ask for and give an opinion
- ▶ Describing
- ▶ Dealing with conflict
- ▶ Speaking to supervisors

# What it looked like

## Monday - Thursday

10:00 - 12:00	Workplace Expectations
12:00 - 12:20	Break
12:20 - 1:00	Workplace Expectations
1:00 - 1:30	Agency or Employer Presentation
1:30 - 2:00	Wrap Up/Homework

## Friday

10:00 - 10:30	Welcome & Preparation
10:30 - 12:00	Interview #1 & Review
12:00 - 12:20	Break
12:30 - 2:00	Interview #2 & Review



# The Pilots

## ▶ Group 1

- ▶ March to April, 2021 4 weeks
- ▶ 10 Participants
- ▶ 11 Community agencies and employers
- ▶ 3 mock interviews (13 volunteers)

## ▶ Group 2

- ▶ September to October 4 weeks
- ▶ 8 Participants
- ▶ 11 Community agencies and employers
- ▶ 6 mock interviews (8 volunteers)

# Challenges and Successes

- ▶ Learner recruitment
- ▶ The connections to other programs
- ▶ The opportunity for interviews

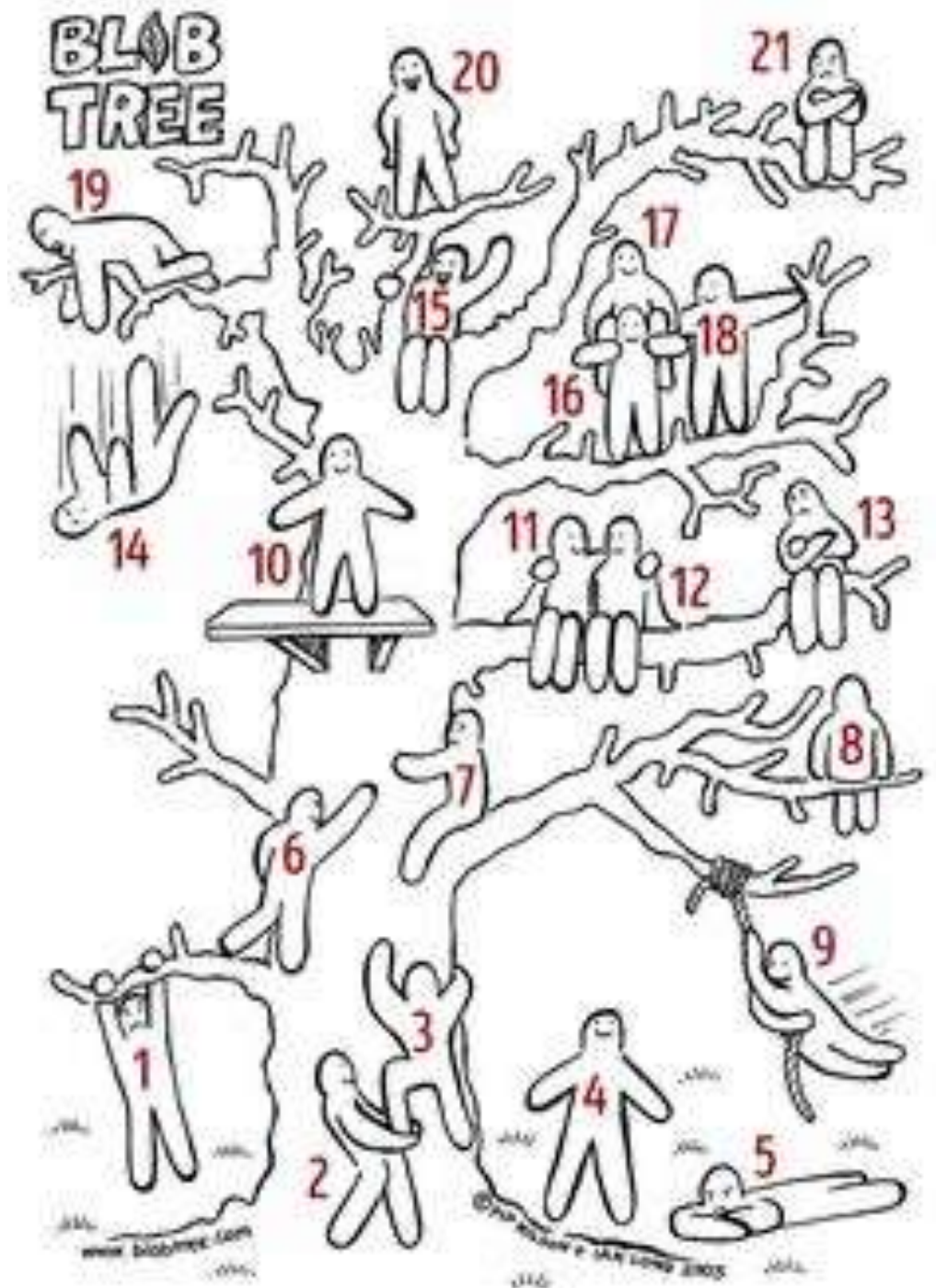
# Learner 'aha' moments

- ▶ A participant realized that sometimes there were some situations in the workplace where their different perspectives - Indigenous, Mexican, Polish, and Columbian - could be constructive, such as brainstorming with their supervisors to solve workplace problems.
- ▶ Another participant realized routines established in home countries could lead to problems for the employee. He was missing work without informing his supervisor, because his child had a doctor's appointment. Apparently, this was okay in his first country.

## Stories from the program

- ▶ The family who learns together.....

Choose the number that best represents who you were on day one of this class. Then pick the person that best represents who you are now on this last day of class.



# Workbook

## **MOVING FORWARD**

### **A WORKBOOK TO START CONVERSATIONS**

To move forward in a workplace, it is essential to understand the workplace expectations. This workbook will describe and give an opportunity to think about twenty expectations that were described by employers, employees and newcomers in the community when they were asked about working in Canada.



Questions?

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