

*Welcome to the
Workplace Literacy is
Everyone's Business
Breakfast*



Enjoy your meal!

*Workplace
Literacy is Everyone's
Business*




Literacy is the foundation
to a successful
workplace for employers
and workers.



Trudy Parsons,

Executive Director

Niagara Training and Adjustment Board



Gay Douglas,
Executive Director
Literacy Link Niagara

Literacy Link Niagara

- A regional network of 20 agencies, organizations, businesses and individuals
- Supporting quality programming & community literacy
- Across 4 streams (Francophone, Native, Anglophone, Deaf) and 3 sectors (School Board, College, Community-Based)
- Infrastructure, support & Early Literacy
- We link internally *and* externally
- Key funders: MTCU, MCFCS & NLS

What is literacy?

- The ability to understand and use printed information in daily activities – at home at work and in the community (International Adult Literacy Survey)
- A complex set of abilities to understand and use the dominant symbols of a culture...in a technological society includes media and electronic text (Centre for Literacy, Montreal)

What is literacy at work?

- Foundational skills
- Basic skills
- Essential skills
- Enabling skills
- A moving target
- Ability to adapt to workplace change

What do we mean by Basic Skills?

- Reading Text
- Document Use
- Numeracy
- Computer Use
- Working with others
- Writing
- Oral Communication
- Continuous Learning
- Thinking Skills
- Problem Solving

Literacy at Work: Prose

- Decoding
- Making sense
- Sentences, paragraphs
- Format:

labels

memos

logbooks

manuals

regulations

reports

letters

books

instructions

contracts

Literacy at Work: Documents

- Blueprints
- Charts
- Databases
- Diagrams
- Directories
- Drawings
- Forms
- Flowcharts
- Graphs
- Labels
- Lists
- Maps
- Schedules
- Schematics
- Signs
- Sketches
- Tables
- X-rays

Literacy at Work: Numeracy

- Using numbers and mathematical concepts
- To understand the world and solve problems
- Numeracy Use:

add

subtract

divide

calculate

estimate

project

compare

measure

Literacy at Work: Personal Skills



- Self direction
- Self management
- Working with others
- Problem solving
- Organizational structures
- Appropriate behaviours
- Critical thinking

IALS – International Adult Literacy Survey '94

- Placed literacy in context of social, economic and employment impacts – numbers/factors
- Describes literacy in terms of
 - prose
 - document
 - quantitative

Key IALS Findings Related to Employment (Globally)

- Employment and literacy skills are strongly related
- The most common place that people practice & improve their literacy skills is at work
- Strong literacy skills are a cause *and* a consequence of employment success

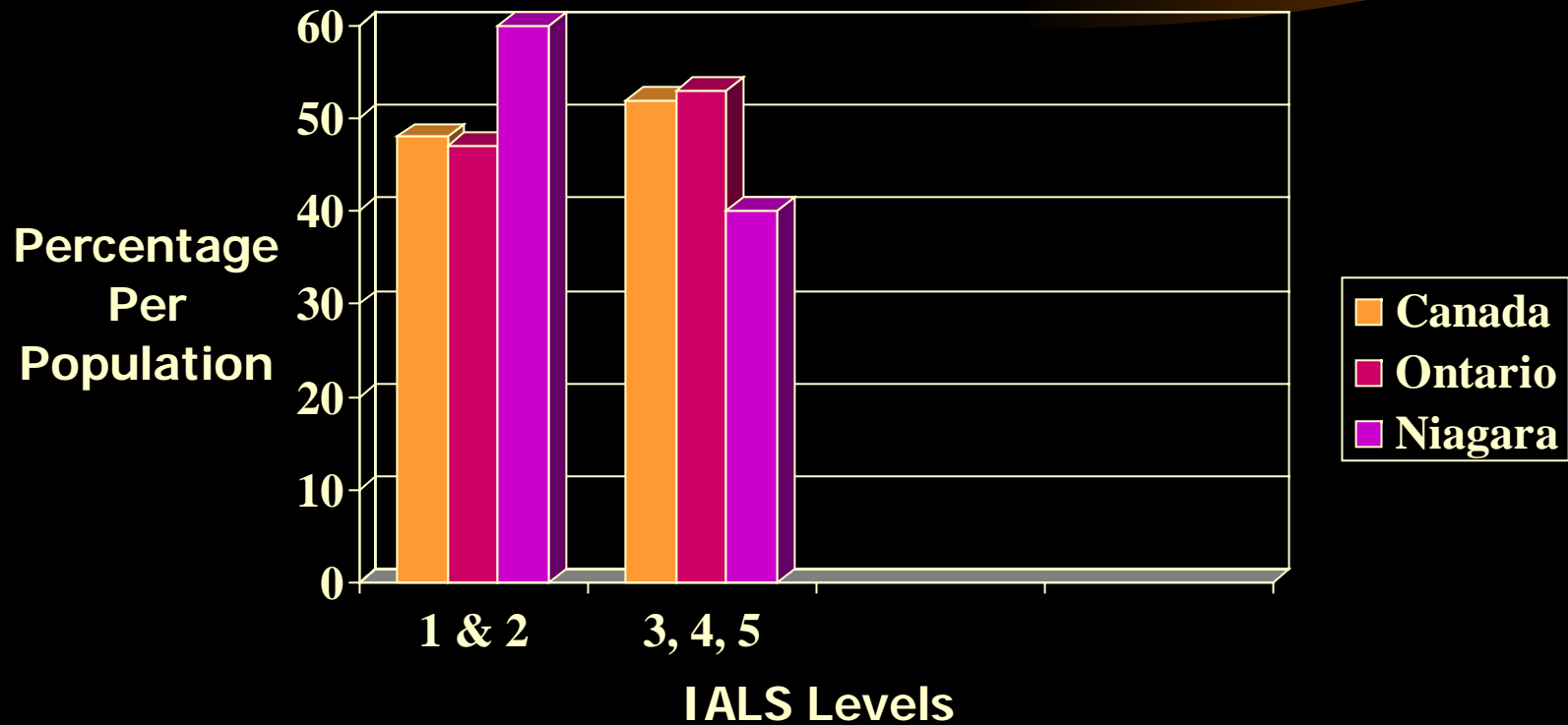
Key IALS Findings Related to Employment (Canada)

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More Key IALS Findings Related to Employment (Canada)

- Differences in literacy skills matter – they impact employment, quality of life, economic success (the greatest predictor)
- Lower literacy skills are associated with lower pay and fewer hours worked
- Unemployment is 3X as likely for people with low literacy skills
- Growth industries require high levels of literacy, jobs requiring lower skills are declining

Literacy Levels – Canada, Ontario & Niagara



Guest Speaker



Garth McQueen,
Manager of Learning Solutions
CTU ~ Niagara
Centre for Lifelong Learning
Canadian Tire Financial Services Ltd.

Guest Speaker



Kim Brooks,
Human Resource Development
Dofasco Inc.