

The 9 Essential Skills are critical to your on-the-job success.



Thinking

The ability to engage in the process of evaluating ideas or information to reach a rational decision. We use this skill when we solve problems, make decisions, think critically and plan and organize job tasks.



Reading

The ability to understand reading materials in the form of sentences or paragraphs. We use this skill to scan for information, skim for overall meaning, evaluate what we read and integrate information from multiple sources.



Writing

The ability to write text and documents; it also includes non paper-based writing such as typing on a computer. We use this skill when we organize, record, document, provide information to persuade, request information from others and justify a request.



Document use

The ability to perform tasks that involve a variety of information displays in which words, numbers, symbols and other visual characteristics are given meaning by their spatial relationship. We use this skill when we read and interpret signs, labels, lists, graphs and charts.



Numeracy

The ability to use numbers and think in quantitative terms. We use this skill when doing numerical estimating, money math, scheduling or budgeting math and analyzing measurements or data.



Oral communication

The ability to use speech to give and exchange thoughts and information. We use this skill to greet people, take messages, reassure, persuade, seek information and resolve conflicts.



Computer use

The ability to use different kinds of digital technology including computer applications and other related technical tools. We use this skill when we operate cash registers, use word processing software, send emails and create and modify spreadsheets.



Working with others

The ability to work with other workers to carry out tasks. We use this skill when we work as a member of a team or jointly with a partner, and when we engage in supervisory or leadership activities.



Continuous learning

The ability to participate in an ongoing process of acquiring skills and knowledge. We use this skill when we learn as part of regular work or from co-workers and when we access training in the workplace or off-site.



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Tell us how you use the 9 Essential Skills at work:

#The9atWork



Do you use the 9?