

Essential skill
How we use it

Reading
Understanding materials written in sentences or paragraphs.

- ▶ Scan for information or overall meaning.
- ▶ Read to understand, learn or evaluate.
- ▶ Analyze and process information from multiple sources.


Writing
Communicating with words, numbers and symbols on paper or on a computer.

- ▶ Organize and record information.
- ▶ Provide information or to persuade.
- ▶ Request information or justify a request.


Document use
Finding, understanding or entering information (words, numbers or symbols) in various types of documents, such as tables or forms.

- ▶ Read and interpret signs, labels, lists.
- ▶ Understand information in graphs and charts.
- ▶ Enter information into forms.


Numeracy
Using numbers and thinking in quantitative terms.

- ▶ Make calculations, estimate or analyze data.
- ▶ Take measurements.
- ▶ Make and maintain a schedule or budget.


Digital technology
Using computers, digital applications and tools and other forms of technology.

- ▶ Navigate the Internet.
- ▶ Use word processing software, send and receive emails and create and modify spreadsheets.
- ▶ Use different forms of technology such as cash registers.


Thinking
Finding and evaluating information to make rational decisions or to organize work.

- ▶ Identify and resolve problems using critical thinking.
- ▶ Find information, use memory and make decisions.
- ▶ Plan and organize job tasks.


Oral communication
Using speech to exchange thoughts and information.

- ▶ Provide and obtain information.
- ▶ Greet, reassure or persuade people.
- ▶ Lead discussions and resolve conflicts.


Working with others
Interacting with others to carry out tasks.

- ▶ Work independently, alongside others.
- ▶ Work as a member of a team or jointly with a partner.
- ▶ Engage in supervisory or leadership activities.


Continuous learning
Participating in an ongoing process of improving skills and knowledge.

- ▶ Learn as part of regular work, through formal training or through self-study.
- ▶ Understand your own learning style.
- ▶ Know where to find learning resources.