Transferable Skills

Section Overview

The Conference Board of Canada has identified essential or transferable skills that students need for work, learning, and life.

These transferable skills include:

• Reading
• Writing
• Numeracy
• Oral communication
• Thinking
• Digital technology
• Working with others

Many transferable skills are embedded into the Youth Explore Trades Skills modules. This section will provide activities on “soft skills” such as basic communication and customer service.
Activity Plans

• Activity Plan: Communication
• Activity Plan: Customer Service Role Play

Resources

Videos
In the hardware store
Texting on the job
Customer Expectations
Responding to questions using active listening

Handouts
Best Practices for Email Communication
Best Practices for Text Messaging and Chat
Effective Listening Skills – Top 10 Best Practices
Problem Solving with Customers
Telephone Communication – Top 10 Best Practices
Tips to Remember Names
Voicemail Message Tips

Websites
Conference Board of Canada – Employability Skills
ITA Essential Skills – Assessing transferable skills in terms of career paths
go2HR SuperHost™ Customer Service Training

What are essential skills?
Skills Canada Phone App (Android) – Find out what your Essential Skills can do. (iTunes for iOS devices)