

Tool 1: Self-Assessment of 10 General Workplace Skills such as “Manage Time”, “Work with Others”

Usage

This self-assessment is intended to be completed and returned by the applicant several days before they arrive for their interview. It enables the candidate to identify examples from their experience where they have demonstrated these key employability skills. You can use the completed form as a basis for discussing some of the examples during the interview. You can vary the 10 skills suggested here, omitting some or adding others. You may want to add some specific examples that relate to your sector, your company or the job you are recruiting for.

Instructions to the Applicant:

This self-assessment will help you identify general workplace skills that Canadian employers are looking for in a technical or professional employee. If you understand your workplace skills, you can better demonstrate them when talking or writing to an employer. You can repeat this self-assessment when you improve your skills and have more examples to show.

When you have completed it, return it to your recruiter before the interview. The recruiter will read your examples and discuss them with you during the interview.

Employers want to validate and understand your general workplace skills. This helps them understand how well you can do the job. Demonstrating your workplace skills in addition to your technical skills and knowledge makes you more employable.

This self-assessment covers 10 skills. For each skill, please do the following:

- Review the general examples provided
- Think of your personal examples:
 - a. directly relevant experience
 - b. other work experience
 - c. private, family or community activities
- Give personal and recent examples from the past one or two years
- For each example, explain how you demonstrated the skill
- Be specific; make it clear for someone who does not know you; be truthful

Funding provided by:

Need help completing this questionnaire? Review the example below:

Question 1: How have you managed time?

Example of an Answer to Question 1:

In my home country I was in charge of a design team of two other engineers, a technician and a draftsman, working on a tight time schedule and dependent on other contractors and departments. At home my wife had just had our first baby, and we were planning our move to Canada. I had many demands on my time and many interruptions.

I used my smartphone to schedule my appointments and deadlines, and to remind me. I had a Gantt chart on my wall for all of our team members, so we could all see our tasks and deadlines. I held a weekly meeting to discuss our work plans and priorities, and see whether anyone needed help, and a brief daily review to make sure everything was under control. At the end of the day I mentally reviewed the day's progress and planned the next day – sleeping on it helped me solve the problems.

For my meetings I prepared an agenda and estimated the time for the items, and then encouraged participants to stay within the allotted time. I tried to deal with priority items first.

I try to always make one trip serve several purposes, such as having a list of discussion items when I visit my boss, and then shopping on my way home from the office.

I helped to plan a yearly church event in my community. I was responsible for the outdoor equipment. I planned ahead, delegated tasks and made sure that we got all equipment delivered the day before, so we had time to arrange everything.

Question 1: How have you managed time?

FOR EXAMPLE: plan tasks; adjust time spent on single tasks; set priorities; adjust schedule if necessary; value time as a “money”.

Please write examples below. Be specific and clear.

- On the job
- in your community
- at home

Also describe the specific circumstances and the constraints you faced.

Question 2: What computer skills do you have?

FOR EXAMPLE: used spreadsheets, with pivot tables and macros; used databases, set up databases; did qualitative and quantitative analysis; computation and graphics; designed a website; wrote computer programs and apps; designed and installed remote sensing, control and robotics.

Please write examples below. Be specific.

- at work
- in your community
- at home

Also describe how often you use a computer, a tablet, a smart phone or remote sensing, and for what purpose.

Question 3: How have you worked with colleagues?

FOR EXAMPLE: coordinated my work with others; contributed to goals of the team; helped my team members; shared information; maintained relationships with colleagues; interacted with colleagues; asked for help.

Please write examples below. Be specific and truthful.

- On the job
- in your community

Also describe the conditions under which you worked with others, what your role was, what worked well, what you learned, what you would do differently.

Question 4: How have you demonstrated your professionalism?

FOR EXAMPLE: used appropriate language, behaviour and appearance; been an ambassador for my company, been an active member of the professional association; studied new aspects of my work.

Please write examples below. Be specific and clear.

- On the job
- in your community

Also describe the specific circumstances, and the people involved.

Question 5: How have you responded to differences in opinion, gender, religion, and culture?

FOR EXAMPLE: learned about differences; been respectful; been curious and tried to understand why a person did or said something that was very different from what I would have done or said.

Please write examples below. Be specific and clear.

- On the job
- in your community or your home country

Also describe the reasons for your behaviour and what you learned from it.

Question 6: How have you demonstrated integrity and accountability?

FOR EXAMPLE: followed established company guidelines; asked for clarification if necessary; been dependable; been reliable; been truthful, been trustworthy; taken responsibility when I make a mistake; followed the law; considered impact of my actions on others.

Please write examples below. Be specific and clear.

- On the job
- in your community or your home country

Also describe the specific circumstances and what you learned from it.

Question 7: How have you demonstrated life-long learning?

FOR EXAMPLE: discovered what helps me to learn; kept up to date; pursued opportunities to learn; applied what I had learned; improved; changed my behavior; adapted to change.

Please write examples below. Be specific and clear.

- On the job
- in a course (local college, over distance/virtual)
- by yourself

Also describe why you learn, where you find information, where you get help, how you practice, who you learn with.

Question 8: How have you managed stress?

FOR EXAMPLE: identified causes; recognized signs; known what activities work best to reduce stress; did these activities when stress occurs.

Please write examples below. Be specific and clear.

- On the job
- in your community
- at home

Also describe the specific circumstances and how you managed.

Question 9: How have you solved problems and made decisions?

FOR EXAMPLE: identified a problem; identified an opportunity; taken the initiative to solve a problem; thought of options to solve the problem; identified the best option; made a plan; carried out the plan; reflected on the results and learned from them for next time.

Please write examples below. Be specific and clear.

- On the job
- in your family
- in your community

Also describe your thoughts, how you made a decision, what the results were, what you would do differently next time.

Question 10: How have you demonstrated customer service?

FOR EXAMPLE: patiently listened to customer; ensured complaints are dealt with; informed office of complaint and asked for proactive follow up; delivered in excess of expectations; ensured satisfaction; followed customer site policies.

Please write examples below. Be specific and clear.

- on-the-job
- in your community

Customers can be internal (within your organization, department or team) or an external fee-paying customer.

This page will be completed by your interviewer.

GENERAL WORKPLACE SKILLS – SCORING SHEET

GENERAL PERFORMANCE

Level 0 (RED or UNSATISFACTORY) “Does not demonstrate minimum proficiency and lacks significant potential”

Level 0 describes a candidate for whom 1 or more essential workplace skills are rated 0/red.

Level 1 (YELLOW or NEEDS IMPROVEMENT) “Does not demonstrate minimum proficiency but demonstrates significant potential”

Level 1 describes a candidate for whom up to 2 non-essential (but desired) skills are rated 0/red and all essential skills are rated either 2/green or 1/yellow.

Level 2 (GREEN or SATISFACTORY) “Demonstrates minimum proficiency or above”

Level 2 describes a candidate for whom all desired skills are rated either 2/green or 1/yellow and all essential skills are rated 2/green.

REMARKS:
