

Essential Skills and Work Habits in the OSP

Essential Skills

The skills in the OSP are the [Essential Skills](#) that enable people to perform tasks required by their occupation and other activities of daily life. These skills provide people with a foundation for learning other skills, and enhance their ability to adapt to change. [Skill levels](#) are provided for each skill. [Compare](#) Human Resources and Skills Development Canada's (HRSDC's) list of nine Essential Skills to the Essential Skills and work habits in the OSP. [Compare](#) HRSDC's Essential Skills to the Canadian Language Benchmarks.

The skills included in the OSP are listed below:

[Reading Text](#): The comprehension of text consisting of sentences and paragraphs.

[Writing](#): The preparation of written materials for a variety of purposes.

[Document Use](#): The use of labels, lists, signs, graphs, charts, tables, forms, and other similar materials.

[Computer Use](#): The use of any type of computerized technology.

[Oral Communication](#): The use of speech for a variety of purposes.

NUMERACY

[Measurement and Calculation](#): The measurement and calculation of quantities, areas, volumes, and/or distances.

[Data Analysis](#): The collection and analysis of data in numerical form.

THINKING SKILLS

[Job Task Planning and Organizing](#): The planning and organization of one's own work.

[Decision Making](#): The making of any type of decision, using appropriate information.

[Problem Solving](#): The identification and solving of problems.

[Finding Information](#): The use of a variety of sources, including written text, people, computerized databases, and information systems. (See also Reading Text, Document Use, Computer Use, and Oral Communication above.)

[Skill levels](#) are provided for each skill. Skill levels are associated with workplace tasks and not the workers performing these tasks.

Work Habits

The OSP also includes a section on work habits, since it is important for everyone in the work force to have good work habits as well as the appropriate skills. Please note that there are no skill levels associated with the OSP Work Habits.

The work habits included in the OSP are listed below:

Working Safely

- Working in a manner that prevents injury to self and others
- Reporting unsafe conditions
- Participating in health and safety training, as required
- Using and wearing all required protective equipment and devices

Teamwork

- Working willingly with others
- Showing respect for the ideas and opinions of others
- Taking responsibility for his or her share of the work
- Contributing to the team effort by sharing information, resources, and expertise

Reliability

- Being punctual
- Following directions
- Giving attention to detail
- Using time effectively and producing work on time
- Acting in accordance with health and safety practices

Organization

- Organizing work priorities when faced with a number of tasks
- Devising and following a coherent plan to complete a task
- Revising the plan when necessary to complete a task or to make improvements

Working Independently

- Accomplishing tasks independently
- Independently selecting, evaluating, and using appropriate materials, tools, resources, and activities
- Using prior knowledge and experience to solve problems and make decisions

Initiative

- Beginning and completing tasks with little prompting
- Approaching new tasks with confidence and a positive attitude
- Seeking assistance when necessary

Self-advocacy

- Asking questions and seeking clarification, where appropriate
- Identifying and making use of appropriate resources and support when needed
- Being proactive regarding individual rights and responsibilities, where appropriate

Customer Service

- Interacting positively with both co-workers and clients/customers
- Endeavouring to meet and exceed expectations
- Creating a positive impression of the company or organization

Entrepreneurship

- Recognizing and acting on opportunities
- Showing perseverance
- Being innovative and creative
- Being versatile and resourceful