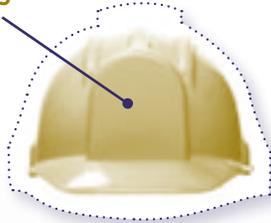


ARCHIVED

Workability

What You Need to Get & Keep a Job

Managing risks



Listening skills

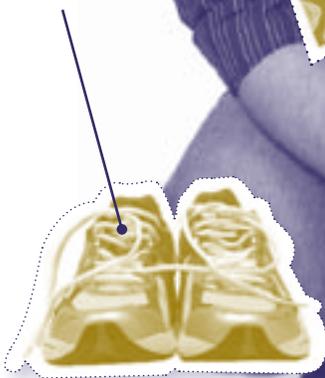
Appearance and dress skills

Time management skills



Money management skills

Work-life balance



Understanding and preparing materials to market yourself



Career Practitioners

Workability: What You Need to Get and Keep a Job is the revised version of *Workability Handbook*. This workbook will help your clients who are looking for work or having trouble maintaining employment.

This updated and expanded workbook includes additional workability attitudes and skills needed in today's workplace, as well as a definition, checklist and personal story for each attitude or skill. *Workability* also provides step-by-step instructions to help your clients discover or improve their workability attitudes and skills.

Catalogue Item # 675134

This publication is available to view or order online at alis.alberta.ca/publications.

Copies can also be ordered from the Learning Resources Centre by telephone at 780-427-5775 or by fax at 780-422-9750.

For copyright information, contact:
Alberta Employment and Immigration
Career and Workplace Resources
Telephone: 780-422-1794 Fax: 780-422-5319
Email: info@alis.gov.ab.ca

© 1996, 2004, 2007 Government of Alberta,
Alberta Employment and Immigration

This material may be used, reproduced, stored or transmitted for non-commercial purposes. However, Crown copyright is to be acknowledged. It is not to be used, reproduced, stored or transmitted for commercial purposes without written permission from the Government of Alberta, Alberta Employment and Immigration. This publication is not for resale unless licensed with Government of

Alberta, Alberta Employment and Immigration. Every reasonable effort has been made to identify the owners of copyright material reproduced in this publication and to comply with Canadian copyright law. The publisher would welcome any information regarding errors or omissions.

Government of Alberta, Alberta Employment and Immigration publications may contain or reference publications, trademark, patent or copyright held by third parties ("third party material"), identified with a credit to the source. This does not grant the user a licence or right to that third party material. Users who wish to reproduce any third party material in this publication should seek permission from that third party.

Information in this publication was accurate, to the best of our knowledge, at the time of printing. However, legislation, labour market information, websites and programs are subject to change, and we encourage you to confirm with additional sources of information when making career, education, employment and business decisions.

The Province of Alberta is working in partnership with the Government of Canada to provide employment support programs and services. These benefits and measures are funded, in whole or in part, by the Government of Canada from the Employment Insurance Account.

ISBN 978-0-7785-5393-9

10/2007 – 30M

08/2008 – 40M

09/2010 – 55M

All photos in this booklet are for illustrative purposes only. They are not actual photos of any individuals mentioned.

Table of Contents

03 Introduction

- 03 Is this book for you?
- 03 What is “workability”?
- 04 About this book
- 04 Discover your workability attitudes and skills

05 Workability Attitudes

- 05 Dependability
- 06 Positive attitude
- 07 Integrity/honesty
- 08 Concern for quality
- 09 Independence and initiative
- 10 Commitment to an employer/work
- 11 Adaptability
- 12 Managing risks
- 13 Courtesy
- 14 Positive attitude to learning

15 Workability Skills

- 15 Listening skills
- 16 Verbal communication skills
- 17 Non-verbal communication skills
- 18 Written communication skills
- 19 Reading skills
- 20 Using documents to communicate
- 21 Problem-solving/decision-making skills
- 22 Numeracy skills
- 23 Skills for working safely
- 24 Computer skills
- 25 Time management skills
- 26 Appearance and dress skills
- 27 Negotiation skills

- 28 Skills in accepting feedback
- 29 Work-life balance skills
- 30 Skills for dealing with addictions
- 31 Skills for dealing with unfairness
- 32 Stress management skills
- 33 Money management skills
- 34 Relationship building skills
- 35 Information management skills
- 36 Value management skills
- 37 Working with others/ collaboration skills



Table of Contents (continued)

38 Work Know-How

- 38** Work-specific skills
- 39** Gaining experience
- 40** Understanding organizational operations

41 Work Search Strategies

- 41** Developing personal strengths
- 42** Building a vision
- 44** Understanding the work role
- 46** Understanding and preparing materials to market yourself
- 48** Work interview skills

49 What's Next?

- 49** Decide which workability attitudes and skills you want to improve
- 50** Find ways to learn and practise
- 51** Notice how others use workability attitudes and skills
- 52** Ask someone to observe you

53 Observer's Workability Checklist

54 Resources

Archived

Introduction

Is this book for you?

Are you looking for work? Or are you having trouble keeping a job?

If so, read on. This workbook will help you define your “workability”: the basic attitudes, skills and knowledge employers look for in workers.

You’ll find out the attitudes, skills and knowledge you already have and the ones you might need to work on, with instructions, checklists, personal stories and resources to help you along the way.

What is “workability”?

Your workability attitudes and skills are the basic attitudes, skills and knowledge you need to prepare for, find and keep a job, whether that job is temporary, part time or full time.

Along with the technical skills and training you need to do a specific job, workability attitudes and skills are those that will help you be successful in any job. For example, written communication skills are a workability skill. That’s because whether you work part time as a cashier or full-time as a plumber, you will need to use writing skills on the job, whether it’s a note to a co-worker or a letter to a supplier.

As you work through this book, you’ll notice that many of the workability attitudes and skills overlap. That’s because workability isn’t just about collecting attitudes or skills one by one. It’s about putting together related skills in a way that works for your personality and the situation.

About this book

This workbook has four main parts:

- 1 **Workability attitudes**—attitudes you show towards people or tasks
- 2 **Workability skills**—abilities essential to any job
- 3 **Work know-how**—technical skills and experience you need to do a specific job
- 4 **Work search strategies**—approaches to help you find work.

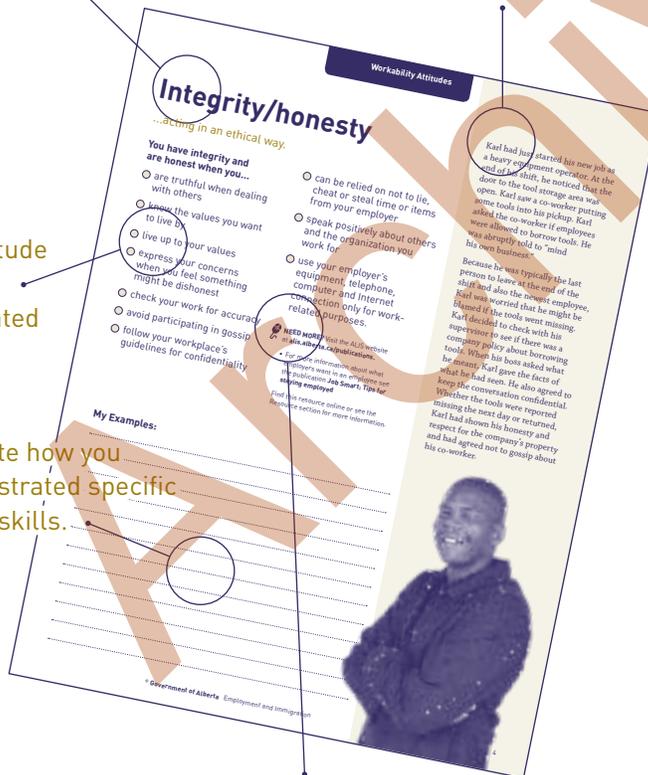
Throughout the book you'll find:

definitions of each workability attitude and skill

examples of others demonstrating workability attitudes and skills

checklists highlighting how each attitude and skill can be demonstrated

space to write how you have demonstrated specific attitudes or skills.



a **NEED MORE?** list of resources to help you find out more about a specific attitude or skill.

Discover your workability attitudes and skills

You already have some workability attitudes and skills—everyone does. Read the checklist for each attitude and skill following to find out what specific skills, attitudes and knowledge you have. Next, check off each item in the checklist that reflects how you have demonstrated that particular attitude or skill. Don't worry if there are some you can't check off at this point. You'll find out how to develop those later on.

Once you've identified the attitudes and skills you have, write an example of how you have used each of those attitudes or skills. You might have used these skills at home, in the classroom, at work or as a volunteer. If you're stuck, read the stories throughout the book to help you think of how you might have demonstrated the skill or attitude. Write your examples in the space provided or, if you prefer, in a separate notebook or using a computer. Recording your own examples will help you show a potential or current employer how you have demonstrated a specific attitude or skill.

Reading skills

... skills that show you can understand the meaning of written materials and act accordingly.

You know you have reading skills when you...

- can follow written instructions
- read quickly for main ideas
- scan text for specific information
- can summarize, can understand the concept of what you have read and can rewrite the material in your own words.

Rick, a dispatcher at a union office, assigned workers to various contractors. He had to explain the employer's expectations to each worker before he could send them to the job site. In order to do this, Rick had to read and understand the site safety regulations and job descriptions so that he could describe them accurately to the workers. He was able to scan these documents, find specific information and interpret it using words the workers could understand.

My Examples:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

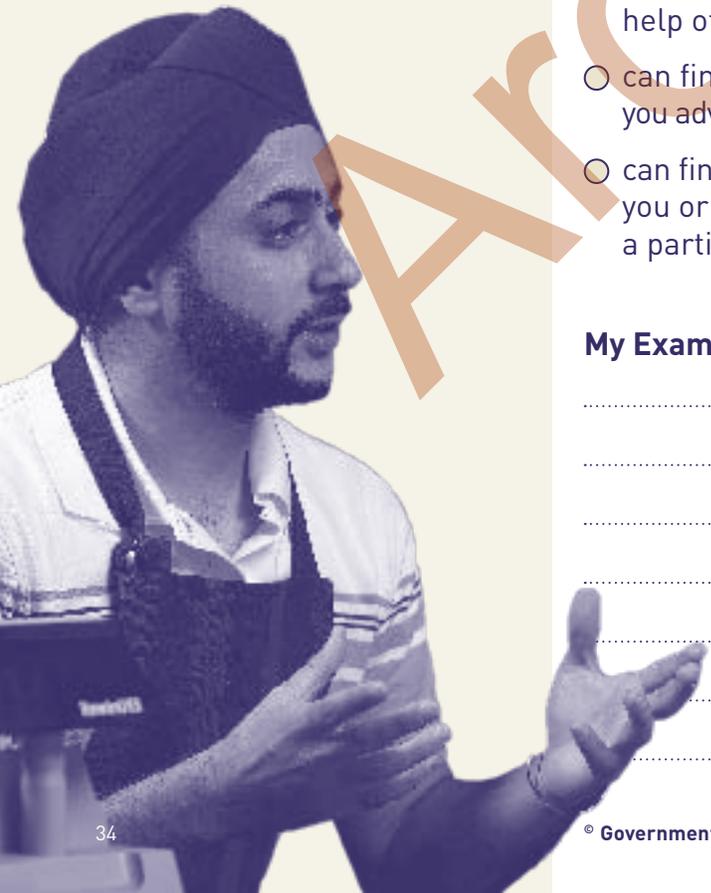
.....

Archived



Going back to school was a big step but one Sundar knew he had to take. Staff at Sundar’s local Alberta Employment and Immigration service centre had provided him a lot of information to help him in his decision to return to school. Student services staff at the college helped him apply for the student funding he needed. His wife and family listened when he needed to talk about some of the struggles he was having as a new student.

Sundar got to know some of his classmates and realized that they had problems similar to his. He learned a lot from their stories and was able to make suggestions to help them, too. Sundar often met one of these new friends to discuss assignments over coffee before their morning classes. Guest speakers often visited Sundar’s class. Sundar always made a point of staying after class and talking to these speakers about possible career opportunities. Sundar was building relationships that would help him in his future job search.



Relationship building skills

...developing and participating in relationships with family, friends, acquaintances, contacts and others who will help you and whom you are willing to help.

You can build relationships when you...

- know when you need help, know how to ask for help and accept help when it is offered
- are specific about the help you need
- make friends with people in similar circumstances
- show a genuine interest in others
- make the effort to identify others’ needs
- show a willingness to help others
- can find people who can give you advice on a particular issue
- can find people who can coach you or give you instruction on a particular issue
- can find people who can help you get money, equipment or resources to help with a particular issue
- can find people who can connect you with others who may be helpful
- network with people who can help with your job search success
- thank those who help you.

 **NEED MORE?** Visit the ALIS website at alis.alberta.ca/tips.

- For ideas on how to get along with others, see the tip sheet **Soft Skills Help You Succeed at School**.
- For information about networking, see the tip sheet **Networking**.

Find these tips online or see the Resource section for more information.

My Examples:

.....

.....

.....

.....

.....

.....

.....

.....

Information management skills

...skills required to find, understand and use information in order to reach your goals, do your work or live life the way you want to.

You have information management skills when you...

- know the kind of information you need to make decisions or take action in a situation
- can identify a number of good sources of information
- can find information from a variety of reliable sources
- can analyze the information critically by looking at biases and accuracy
- can integrate the information in order to form an opinion
- can determine the implications of the information you have found
- can store your information to retrieve it for future use

- recognize that some information may be incorrect and that you may have to adjust your opinions.

 **NEED MORE?** Visit the ALIS website at alis.alberta.ca.

- For tips on how to interview others to gather career information, see the tip sheet **Information Interviewing for Career Options**.
- For information about post-secondary education programs in Alberta, see the publication **Time to Choose... a post-secondary education program**.
- For information on more than 500 occupations in Alberta, visit alis.alberta.ca/occinfo.
- For information on post-secondary programs in Alberta, visit alis.alberta.ca/edinfo.

Find these resources online or see the Resource section for more information.

Because Melissa has always had an interest in healthy living, exercise and working with people, she decided to become a fitness instructor. She researched the training she might need for this work by talking to her high school physical education teacher and her aerobics instructor. They both gave her names of other people to contact and she did so.

Melissa visited the ALIS website and found an occupational profile for fitness instructors in Alberta. This gave her detailed information about the duties, working conditions, personal characteristics, salary range and educational requirements needed for the job. She discovered that the YMCA and her local college both offered certification courses approved by the Alberta Fitness Leadership Certification Association. She found their class schedules on the Internet.

Melissa created a file to store the information she had collected on courses, registration fees and schedules. She also kept a copy of the application forms and all of the information she would need to fill out the forms. Melissa found many good sources of information by talking to people and checking out websites for training opportunities.

My Examples:

.....

.....

.....

.....

.....

.....

.....

.....



Building a vision

...having a vision for your life and specific short-term goals/experiences that move you closer to your vision.



You are building a vision when you...

- believe you have, and deserve, a meaningful place in society
- analyze yourself and know your assets (skills, knowledge, attitudes, values, beliefs, interests, relationships)
- have a dream or vision for your life
- seek career counselling or educational services when you need them
- have career goals
- can identify steps that will take you closer to your goals (by reading, talking to people or searching for information on the Internet)
- seek further education or training to help you reach your goals
- set short-term goals and timelines to help you reach your vision
- act on the steps you identified to reach your short-term goals
- can identify the barriers that may prevent you from reaching your goals
- know how you will overcome those barriers
- adjust your goals as you change or as the situation changes
- have alternative goals so that if one fails, you can move on to another.

 **NEED MORE?** Visit the ALIS website at alis.alberta.ca.

- For more information about creating a vision, see the publications **Career Planner: Choosing an occupation** and **Assessing You: The first step in career planning**.
- For ideas about following your dreams, see tip sheets **Dancing With Your Dreams, From Dreams to Action**, and **High 5: A Winning Philosophy for Work and Life**.
- For suggestions about career planning, see the tip sheet **Career Planning: A Work in Progress**.
- For information about occupations in Alberta, visit OCCinfo at alis.alberta.ca/occinfo.
- To find information about post-secondary programs in Alberta, visit EDinfo at alis.alberta.ca/edinfo.

Find these resources online or see the Resource section for more information.

Understanding the work role

...know the job duties and work role qualifications and how to apply for work that interests you.

You understand the work role when you...

- know where and how to apply for the work
- know if you are in a competitive position to apply for the work
- know the products, services and needs of the company that is hiring
- know about the job, including the expected outcomes, duties and working conditions
- know the qualifications you need to do the work
- know if you have the physical ability to do the work
- know the standards of dress and appearance the company or client expects
- know how organizational policies govern your work.

 **NEED MORE?** Visit the ALIS website at alis.alberta.ca.

- For detailed information on more than 530 occupational profiles, visit alis.alberta.ca/occinfo.
- For information about various types of employment, see the tip sheets **Alternatives to Traditional Full-Time Employment** and **Think Work, Not Just "Job."**
- To learn how to conduct an information interview, see the tip sheet **Information Interviewing for Career Options** and the section on information interviewing in the publication **Advanced Techniques for Work Search**.
- For suggestions about finding work opportunities, see tip sheets **Finding Work Opportunities**, **Find Work by Contacting Employers Directly**, **Let Others Help You With Your Work Search** and **Rural Routes: Work Search in Rural Alberta**.
- For help finding work that's right for you, see the tip sheet, **Find Work that "Fits."**

Find these resources online or see the Resource section for more information.



Understanding and preparing materials to market yourself

...present your knowledge, skills, attitudes and experience in written form to employers or clients.

You understand and can prepare materials to market yourself when you...

- know the type of documents the employer requires (resumé, application form, proof of education, references, proposal, business card)
- have an up-to-date resumé
- have written a cover letter, if required
- have prepared a proposal, if required
- have prepared a business card, if required
- have completed an application form, if required
- have presented your skills and abilities in a clear, complete and concise manner
- have made clear to the employer what you can achieve
- have provided proof of education, training or experience
- have collected references and any letters of recommendation
- check the spelling and grammar in your resúmes, cover letters and application forms

- have researched how to create a portfolio
- have met the deadline for applying for work
- have given the information to the right person.



NEED MORE? Visit the ALIS website at alis.alberta.ca.

- For more information about understanding and preparing materials to market yourself, see the publications **A Guide for New Job Seekers: For youth and newcomers to the workplace** and **Advanced Techniques for Work Search**.
- For suggestions on filling out a job application form, see the tip sheet **Tips for Filling Out Employment Application Forms**.
- For information on how to prepare a cover letter, see the tip sheets **Cover Letters: Opening the Door to an Interview** and **Examples of Cover Letters**.
- For help preparing a resumé, see the tip sheets **Resumé Checklist**, **Examples of Resumé Types**, **The Functional Resumé: Focus on What You Can Do**, **Marketing You!** and **Use Action Words to Get the Job**.
- For information about using references see the tip sheets **Requesting a Reference: Who and How to Ask** and **Unavailable or Problem References? What You Can Do**.
- For ideas about selling your skills to an employer, see the tip sheet **Marketing Your Soft Skills**.
- For help preparing a portfolio, see the tip sheets **Portfolio: The Art of Finding a Job** and **Portfolios: Paving the Way from School to New Opportunities**.

Find these resources online or see the Resource section for more information.



What's Next?

Decide which workability attitudes and skills you want to improve

Choose three attitudes and skills to improve

By now you've discovered the attitudes and skills you already have and you've noted how you demonstrated them. The next step is to make a list of the attitudes and skills you don't have or would like to improve. From that list, choose up to three attitudes or skills to begin working on. This will give you a starting point and allow you to see progress in a reasonable time.

Set a goal

Setting a goal, and putting that goal in writing, will help you to accomplish what you want to do. A quick and easy way to set a goal is to describe *what*, *how* and *by when*. See the sample to the right.

Write down your goals

Using the statements to the right as a guide, write one goal for each attitude or skill you want to improve.

My Goal

1. I want to improve my adaptability skills
because I know I have trouble dealing with change.
2. I will practise this attitude or skill by doing these things:
 - noticing things that are new or different over the next month.
 - deciding to accept new things without losing my temper or feeling frustrated.
 - becoming aware of how change makes me feel.
 - deciding that I am going to try a new food or watch a TV program I wouldn't normally watch each week for the next month.
3. I want to improve this attitude or skill by May 31.

My Goal

1. I want to improve
- because
2. I will practise this attitude or skill by doing these things:
 -
 -
 -
 -
3. I want to improve this attitude or skill by

Find ways to learn and practise

Know how you learn best

Think about how you learn new tasks. Do you learn best by first watching someone do it? Do you learn by listening to someone explain how to do it? Or do you learn best by first trying the task yourself? Most people learn in a combination of these ways. Knowing how you like to learn new things will help you gain new skills and information more easily.

I learn best by seeing

If you are a visual learner, you learn best by seeing. This means you may learn by reading, watching instructional videos or demonstrations or looking at diagrams.

I learn best by hearing

If you are an auditory learner, you learn best by listening. You like listening to lectures and discussing your ideas. You can learn from instructional CDs or understand someone describing something to you.

I learn best by doing

If you are a kinesthetic learner, you learn best by doing or participating. You like to touch things with your hands and prefer to try things out and see how they work.

Think about the attitudes and skills you want to improve and choose ways to learn and practise that fit best with your learning style. For more information on learning styles, read the tip sheet *What's Your Learning Style?* (available at alis.alberta.ca/tips).

Practise, practise, practise

Practise improving your skills and attitudes at work, at home, at school or anywhere else you can. Keep this workbook so that you can pull it out and pick up where you last left off. You may find another attitude or skill that you would like to work on before you apply for a new or different job. Notice which attitudes and skills are asked for in job ads. Try to put examples of those skills and attitudes into your resumé and speak about them in an interview. Having your own concrete examples will make it easier to show an employer you have the attitudes and skills they're looking for.

The publication *Advanced Techniques for Work Search* (available online at alis.alberta.ca/publications) has many ideas to help you with this process, including sections on identifying your skills, recognizing your accomplishments and preparing your resumé and other marketing tools.

Talk about how you use your workability attitudes and skills

It's important for you to be able to tell an employer how you have applied the attitudes and skills they're looking for. You will be surprised at how many of these workability attitudes and skills you use every day, even if you don't have a job. This information will help you when you are developing a resumé or preparing for a job interview. Practise discussing your skills by having someone you trust listen to you speak

about the attitudes and skills you have identified as your strengths, as well as the ones you have been working on.

In the example below, Britney explains how she demonstrates her courtesy skills

Demonstration of courtesy

Pay attention to the needs and feelings of those around you

Britney's examples of courtesy

- I offer to help my grandmother when she goes shopping because her back often hurts and she can't walk very well.
- I listen carefully when my grandmother tells me which brands she likes to buy, and I try to find them for her.
- I always say thank you when people hold the door open for us because I know they like to be recognized for being helpful.

Reflect on your progress

Reinforce your learning through reflection. As you learn and practise your skills, ask yourself, "How well am I doing?" "What have I learned?" "How have I improved this skill or attitude?" Write down any reflections or thoughts on the progress you have made.

Notice how others use workability attitudes and skills

Watch for attitudes and skills in action

Think about the specific attitudes and skills you don't have or want to improve. Then observe people you know who have those attitudes or skills or try to watch others who demonstrate them. Look for people who are good at using the attitudes and skills that you find especially challenging, and use their positive behaviour as a model.

You may not see a demonstration of every attitude and skill on your list. At this point, you're just trying to learn what you can about how others demonstrate a specific attitude or skill. Observing others might remind you how you have demonstrated skills or attitudes in the past or show you new ways of using those skills or attitudes. You might even notice someone demonstrating an attitude or skill in a negative way. That's good information, too, because it gives you some ideas about how *not* to demonstrate that attitude or skill yourself.

Record your observations

You may want to record some examples of people you've observed who model positive attitudes and skills. One way to record your observations is shown below. You may decide not to record this much detail. If that's the case, simply make notes about what you saw or heard people doing when you noticed them demonstrating a specific skill or attitude.

Talk with others about their skills

Talk with people you know about how they developed the skills and attitudes you want to improve. For example, you might start by saying, "I'm really impressed with your customer service skills. Can you give me some hints on how you developed those skills?"

Listening skills	When and where observed	What I liked (or didn't like) about how the person demonstrated the attitude or skill
Look at or concentrate on people when they are speaking to you	Feb. 22 Clerk in the grocery store	She was really paying attention to me when I was asking which aisle the organic whole wheat pasta was in.
Use body language that shows you are paying attention to the speaker	Feb. 22	She nodded and maintained eye contact while I was talking.
Check for understanding of what the speaker says	Feb. 22	She paraphrased what I had said to make sure she understood what I wanted.
Ask questions to clarify your understanding	Feb. 22	She asked me additional questions about what I needed.
Act according to instructions given orally by an employer	Not yet observed	

Ask someone to observe you

It's helpful to have someone observe you while you are improving your workability attitudes and skills. Find ways to demonstrate an attitude or skill in the classroom, at work or at home and ask a trusted observer to tell you how you are doing. When you feel that you have developed the attitudes and skills you identified earlier that you wanted to improve, ask your observers if they agree with you.

Choosing and working with an observer

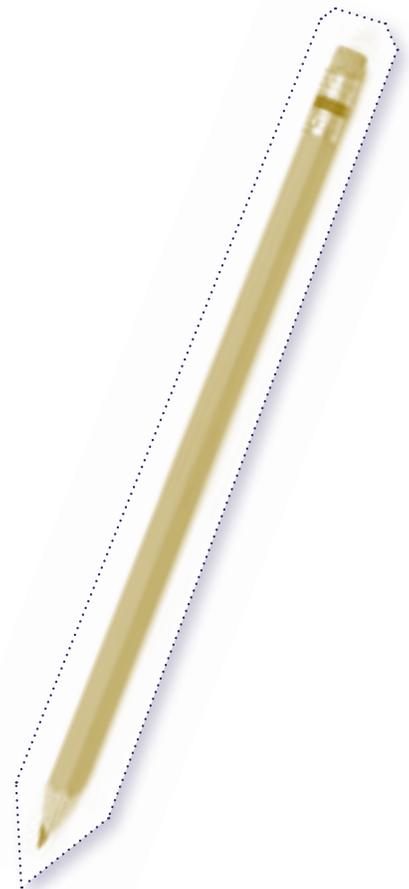
Here are some guidelines to help you choose and work with an observer:

- Choose someone you respect who will give you honest, constructive feedback rather than just tell you what you want to hear. Your observer could be a trusted supervisor or co-worker, teacher, mentor or counsellor. It could also be a close family member or friend.
- If you are enrolled in a training program, you could ask several people to observe you over time. For example, you could begin by asking teachers and later on ask your employer. This will allow you to see how you have progressed.
- Show your observer the Observer's Workability Checklist following. Or, you may want to photocopy it for them. Tell them that you want to improve your skills so you will be successful in the workforce. Let them know the specific skills and attitudes you're trying to improve. Because the observer's checklist doesn't contain all of the background information about each workability attitude and skill, you may want to give your observer a copy of this book so they can review the relevant pages for the skills they are observing.
- Keep in mind that everyone is busy. Give your observers plenty of time to complete the observation checklist.

Ask for feedback

Talk with your observer to get some feedback on how well you demonstrated the attitudes and skills you were trying to improve. They may have rated you higher or lower than you would have rated yourself. It's important to understand their point of view. If your observer is looking at these skills from the point of view of an employer, they will be able to give you a fair assessment of how well you are doing. Avoid skipping this step if at all possible.

Check the Resources section following for further information on the resources mentioned in the *Need More?* lists mentioned throughout this workbook.



Observer's Workability Checklist

Instructions for observers

Please check off the attitudes and skills that you feel this individual has mastered at the level of an entry-level worker. A more in-depth description

of each attitude and skill is found throughout this workbook. If you are only rating a few skills at a time, you may wish to keep your copy of this checklist until all skills have been

observed. Please discuss your feedback with the individual so he or she can understand your point of view and learn from your assessment.

Individual's Name: Observer's Signature:

Observer's Position: Date:

Workability attitudes

- Dependability
- Positive attitude
- Integrity/honesty
- Concern for quality
- Independence and initiative
- Commitment to an employer/work
- Adaptability
- Managing risks
- Courtesy
- Positive attitude to learning

Workability skills

- Listening skills
- Verbal communication skills
- Non-verbal communication skills
- Written communication skills

- Reading skills
- Using documents to communicate
- Problem-solving/decision-making skills
- Numeracy skills
- Skills for working safely
- Computer skills
- Time management skills
- Appearance and dress skills
- Negotiation skills
- Skills in accepting feedback
- Work-life balance skills
- Skills for dealing with addictions
- Skills for dealing with unfairness
- Stress management skills
- Money management skills
- Relationship building skills
- Information management skills

- Value management skills
- Working with others/collaboration skills

Work know-how

- Work-specific skills
- Gaining experience
- Understanding organizational operations

Work search strategies

- Developing personal strengths
- Building a vision
- Understanding the work role
- Understanding and preparing materials to market yourself
- Work interview skills

Resources

Alberta Employment and Immigration (AE&I)

Alberta Employment and Immigration provides services and information to help people succeed in the changing workforce, foster safe and healthy workplaces and assist people in need. For more information about the department's programs and services, visit employment.alberta.ca.

AE&I Resources

To get your copy of the following resources mentioned throughout this book:

- order or download your copy from the Alberta Learning Information Service (ALIS) website at alis.alberta.ca/publications.
- call the Alberta Career Information Hotline at 1-800-661-3753 toll-free in Alberta or 780-422-4266 in Edmonton
- visit an Alberta Employment and Immigration service centre. Call the Career Information Hotline to find the centre nearest you.

Advanced Techniques for Work Search

This job search workbook provides adults with experience in the workforce detailed information on identifying their skills, recognizing their accomplishments, finding work and marketing themselves to potential employers.

ALIS Tip Sheets

More than 150 short, easy-to-read tip sheets on a variety of career, learning and employment topics are available on the ALIS website at alis.alberta.ca/tips. Search alphabetically or by keyword, audience or topic.

Career Planner: Choosing an occupation

This easy-to-read workbook takes you through the five steps to a new career path to help you decide which occupation is right for you. Other workbooks in this planning series include the *Adult Back to School Planner* and the *Education and Training Planner*.

Change and Transitions: The path from A to B

This book explores the emotional transitions and stresses that accompany change. It provides exercises, tips and strategies to encourage you to make the most of change.

A Guide to Rights and Responsibilities in Alberta Workplaces

This guide will help you find answers to your questions about employment standards, health and safety, human rights and worker's compensation procedures.

A Guide for New Job Seekers: For youth and newcomers to the workplace

This book will show first-time job seekers the basics of finding entry-level work, helping them identify their skills and explore the tools used to find a job. There is extensive information on writing a resumé and preparing for an interview.

Job Smart: Tips for staying employed

This basic guide to keeping a job provides information about what employers are looking for in their employees, including self-assessment exercises, tips on problem solving and a list of helpful resources to help you overcome barriers to keeping work.

Let's Talk: A guide to resolving workplace conflicts

This guide provides effective conflict resolution methods helpful to anyone who has experienced disagreements at work.

Money 101: Budgeting basics for further education

This booklet offers suggestions on how to pay for further education including budgeting and banking tips.

Positive Works II

This book is full of exercises and tips to help you change negative attitudes and beliefs into positive ones in all areas of your life. It includes information on goal-setting, improving relationships, coping with stress and finding and keeping work.

Stretch Your Dollars: Budgeting basics

This workbook guides you through the budget process and provides helpful tips on how to cut your expenses, boost your income and access other resources.

Time to Choose...a post-secondary education program

This annual publication provides information about post-secondary programs and institutions throughout Alberta.

Training for Work

This booklet discusses alternative training options such as mentoring, volunteering, self-study, short-term courses and on-the-job training.

X-treme Safety: A survival guide for new and young workers

Through checklists, personal stories and quizzes, this publication provides new and young workers with basic workplace health and safety information and regulations.

AE&I service centres

Visit one of AE&I's service centres located throughout the province to get information on occupations, career options, finding work and education programs and funding. Many offices also have computers for Internet use and word processing, as well as phones and fax machines available to help you with your work search. To locate an AE&I office near you, call the Alberta Career Information Hotline or visit the ALIS website at alis.alberta.ca/hotline.

Alberta Learning Information Service (ALIS) website alis.alberta.ca

ALIS has the resources you need for making the most of your future, including:

- **OCCinfo**—more than 530 Alberta occupational profiles, including projected growth.
- **WAGEinfo**—information on wages and salaries by occupation, geographic area and industry group.

- **CERTinfo**—answers to common questions about requirements and regulated occupations in Alberta.
- **Information Resources**—more than 60 career, learning and employment publications.

Alberta Career Information Hotline

Call the Hotline for answers to your questions about:

- career planning
- educational planning
- occupations
- e-resumé review
- labour market information
- work search skills
- the workplace.

Phone: 1-800-661-3753 toll-free
780-422-4266 in Edmonton

Email: hotline@alis.gov.ab.ca
Website: alis.alberta.ca/hotline

Alberta Works Contact Centre

Alberta Works helps unemployed people find and keep jobs, helps employers meet their need for skilled workers and helps Albertans with low incomes cover their basic costs of living.

Phone: 1-866-644-5135 toll-free
780-644-5135 in Edmonton

Website: employment.alberta.ca/albertaworks

Employment Standards Contact Centre

Call the Employment Standards Contact Centre for information about the minimum rights and responsibilities of employers and employees relating to:

- minimum wage
- employer records
- hours of work and overtime
- general holidays and pay
- vacations and pay
- maternity and parental leave
- termination of employment
- adolescent and young person employment.

Recorded information and a faxback service for Employment Standards fact sheets are available 24 hours.

Phone: 1-877-427-3731 toll-free in Alberta or 780-427-3731 in Edmonton.

Deaf and hard of hearing callers with TDD/TTY units call 1-800-232-7215 toll-free in Alberta or 780-427-9999 in Edmonton.

Email: employmentstandards@gov.ab.ca
Website: employment.alberta.ca/employmentstandards

Workplace Health and Safety Contact Centre

Call the Workplace Health and Safety Contact Centre for information about:

- the *Occupational Health and Safety Act*, regulation and code
- unsafe work practices and workplaces
- workplace hazards, including chemical contaminants, noise, asbestos, machinery, and fall protection
- publications and resources to assist your health and safety planning.

There is 24-hour access for reporting serious incidents and workplace fatalities.

Phone: 1-866-415-8690 toll-free
780-415-8690 in Edmonton

Deaf and hard of hearing callers with TDD/TTY units call 1-800-232-7215 toll-free in Alberta or 780-427-9999 in Edmonton.

Email: whs@gov.ab.ca

Website: employment.alberta.ca/whs

Youth Connections

Youth Connections is a free service that links youth with businesses looking for employees seeking meaningful employment. The program is for:

- youth age 16 to 24 who are unemployed or underemployed, have left school early or have not continued on to post-secondary education.
- youth still in school who need help with career planning.

Website: employment.alberta.ca/youthconnections

Other Government of Alberta resources

Apprenticeship and industry training

For information about apprenticeship and industry training in Alberta, visit the website or call 310-0000 ask to be connected to your nearest Apprenticeship and Industry Training office.

Website: tradesecrets.gov.ab.ca

Government of Alberta Call Centre

Contact the Government of Alberta Call Centre for general inquiries on Alberta government programs and services. Phone lines are open from 8 a.m. to 6 p.m. Monday to Friday and voice mail is available after hours.

Phone: 310-0000 toll-free in Alberta.

Website: services.gov.ab.ca

Other helpful resources

Alberta Alcohol and Drug Abuse Commission (AADAC)

Contact AADAC for assistance in achieving freedom from the harmful effects of alcohol, other drugs and gambling. Visit their website or call their confidential 24-hour help line.

Phone: 1-866-332-2322 toll-free in Alberta

Website: www.albertahealthservices.ca

Business Link

These one-stop service centres, operated jointly by Canadian federal, provincial and local governments, offer a wide range of resources for entrepreneurs and small- and medium-sized businesses.

Phone: 1-800-272-9675 toll-free

Website: www.canadabusiness.ab.ca

Skills credentialing tool for individuals

The Conference Board of Canada offers a free in-depth assessment tool to help individuals assess their essential skills and employability attitudes and behaviours. Visit the website to learn more.

Website: www.conferenceboard.ca/education/skills

We'd like to hear from you

Please email any comments or suggestions related to *Workability: What You Need to Get and Keep a Job* or any of our information resources to info@alis.gov.ab.ca.

Thinking about your future?

Definitely. And wondering —
What do I want from my career?
What jobs are out there? Is continuing
my education and training the right
move for me? Find the answers at ALIS.
Your next steps are just a click away.

alis.alberta.ca

CAREER PLANNING ■ EDUCATION ■ JOBS

➤➤ Make the most of **your future**

Government
of Alberta ■

Alberta ■

Freedom To Create. Spirit To Achieve.

Are you looking for a job?

Are you having a hard time keeping a job?



This workbook can help by:

- outlining the attitudes, knowledge and skills that are necessary to get and keep work
- providing step by step instructions to help you improve your attitudes and skills
- connecting you with further information and resources.