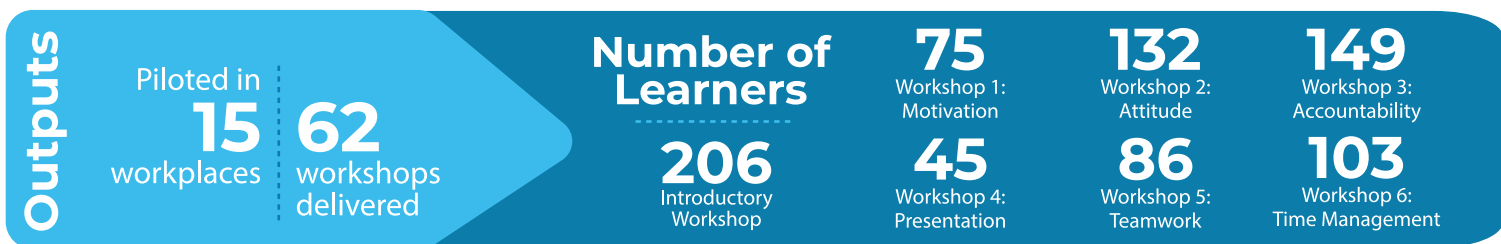


Workplace Delivery Pilot Program 2018 Results Summary



ABC Life Literacy Canada (ABC) is a non-profit organization that inspires Canadians to increase their literacy skills. ABC's *UP Skills for Work* program **supports learners in developing key soft skills that can enhance employability**. Soft skills help workers to be adaptable and stay motivated throughout their whole employment and as they move into new roles and careers. In 2018, *UP Skills for Work* was piloted in partnership with employers in workplaces across Canada. By providing the program in workplaces, ABC is supporting the advancement of key skills that can benefit both employees and employers.



Learner Outcomes



92%

of employees reported that *UP Skills for Work* helped them find motivation at work and actions they could take to achieve goals

93%

of employees reported that they understand the concept of 'soft skills' better because of *UP Skills for Work*

90%

of employees reported that *UP Skills for Work* taught them new strategies for dealing with procrastination and other time management challenges at work

91%

of employees reported that *UP Skills for Work* helped them think about their attitude at work and strategies to manage their attitude

95%

of employees reported that *UP Skills for Work* taught them new strategies for presenting themselves well at work

92%

of employees reported that *UP Skills for Work* taught them new strategies for dealing with conflicts and other issues within teams at work

“I saw a **change of attitude in the participants. It seemed like they were looking at things from different angles.”**

UP Skills for Work Facilitator

“I would like to build this into our training goals. Great material and the workbooks help as well.”

UP Skills for Work Employer

“I learned about the importance of soft skills at work.”

UP Skills for Work Learner

Employer Outcomes

63%

of employers increased their belief that soft skills training in the workplace is important, while the other 37% of employers indicated that they had already held positive views about the importance of soft skills training.

55%

of employers indicated that because of their experience with *UP Skills for Work* they are more likely to invest in further essential skills or soft skills training for staff. The other 45% of employers felt they just as likely to make this investment as they would have been before their *UP Skills for Work* experience.

Given the opportunity,



91%

of employers reported that they would offer an ABC Life Literacy Canada workshop in their workplace again.

“It is hard to find good courses covering soft skills, but this one was very good and effective for our group.”

UP Skills for Work Employer

ABC
LifeLiteracyCanada