

Work Habits

The Ontario Skills Passport website provides descriptions of the nine Essential Skills and lists sample tasks for each of these skills in a variety of different occupations. In addition to the nine Essential Skills, the website lists nine work habits. These work habits are the soft skills that are important in getting and keeping a job.

WORK HABITS

Working Safely	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Beginning and completing tasks with little prompting• Approaching new tasks with confidence and a positive attitude• Seeking assistance when necessary
Self-advocacy	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Listening effectively to determine and meet clients' needs• 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	<ul style="list-style-type: none">• Recognizing and acting on opportunities• Showing perseverance• Being innovative and creative• Being versatile and resourceful

Source: Ontario Skills Passport: <http://skills.edu.gov.on.ca/OSPWeb/jsp/en/OSPskillsandworkhabits.jsp?announcer=OSP>. Extracted July 25, 2009.

1 Find the following words in the list of Work Habits on the previous page. Guess the meaning of each word from its context. Then, look up the words in the dictionary to confirm their meanings.

Word	Meaning
devices	_____
punctual	_____
perseverance	_____
endeavouring	_____
innovative	_____
versatile	_____

2 Read the four job advertisements below and determine which work habits these jobs demand. Explain your choices.

1. **Accounting clerk required for busy office.** Duties include maintaining file systems and setting and managing appointments. Reports to multiple staff members, must work to tight deadlines. Some evening work required.

2. **Hiring sales manager for large department store.** Manages team of 10 sales associates. Responsible for scheduling, inventory control, some purchasing. Evening and weekend shifts.

3. **Marketing firm looking for motivated individual to join our creative team.** Entry-level administrative position with room for advancement. Set your own schedule. We pride ourselves on innovation – work experience not as important as a good fit with our work culture. Write and tell us why you want to work for us!

4. **Computer software sales.** Develop your own client base. Flexible hours, work from home. Pay based upon performance. Travel- and performance-based bonuses are available with select clientele.

Work Habits (Cont.)

The Ontario Skills Passport (OSP) lists work habits in noun form, e.g. *reliability* or *punctuality*. However, when speaking about yourself, you can express these skills or work habits as adjectives. For example:

I am a reliable worker. I am punctual.

You can also describe how you demonstrate the qualities you have by giving examples.

I am punctual. I use my time effectively and produce work on time.

3 For each of the nouns, write an adjective that can describe a person. Then write a sentence.

1. reliability reliable
2. organization _____
3. confidence _____
4. perseverance _____
5. versatility _____
6. flexibility _____
7. independence _____
8. resourcefulness _____
9. knowledge _____
10. punctuality _____

4 Write a sentence for each of the OSP work habits you think you have. Use examples from your work and day-to-day experience.

1. Working Safely: _____
2. Teamwork: _____
3. Reliability: _____
4. Organization: _____
5. Working Independently: _____
6. Initiative: _____
7. Self-advocacy: _____
8. Customer Service: _____
9. Entrepreneurship: _____