

# Current Problems

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- Nothing new, just magnified.
- Talent is scarce, applicants are getting multiple offers and bigger companies have more advantage.
- Companies need to be more attractive. More and more applicants are looking for more than just a place to work.
- Companies are looking for more pools to hire from.
- Companies see the need to create a re-entry program for retired or returning staff, which involves the updating and refreshing of skills such as digital literacy.
- Employers are looking for positive attitude and networking abilities in applicants.
- Job searchers are less willing to do the work needed and start at the bottom or be in high contact positions.
- Employers have fewer resources and willingness to develop talent, yet this is desirable benefit of a job for an applicant.

# Delivery

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In 2019, TLG worked alongside Tigercat Industries to support newcomer employees with workplace comprehension, language and workplace literacy.

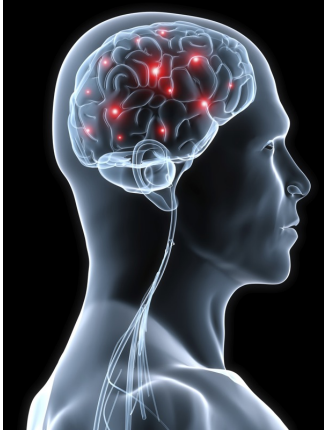
*“The Literacy Group provided English Language instruction to our new, low-level English employees, incorporating our workplace terminology into their curriculum, helping these employees better navigate their new employment more effectively than could otherwise have been achieved.”*

**J. Sanders. Tigercat Industries Inc.**



# Investing in the employee is investing in the organization.

Brain



Muscular System



Respiratory System



- Learning to communicate with others and contribute feedback.
- Understanding instruction and standards.
- Present valued information to supervisors.

- Learning the skills needed to complete employment based tasks.
- Learning new language and soft skills to progress in company.

- Employees who are being trained, effectively working with other employees and supervisors.
- Employees understanding the shared procedures and goals of the company.

# Assess

- Complete an onsite English level and Essential Skill assessment of job role
- Assess participants
- Create curriculum
- Create individual Learning Plans

# Deliver

- Provide quality programming to raise the skills of the clients
- Continual engagement with employer on progression
- Provide community based referrals if needed

# Measure

- Assess clients to present improvement
- Engage with employer to look to next steps

# Investing

- Develop front line employees.
- Support employees to become contributing team members.
- Help employees apply thinking .
- Support employers to discover and grow their next middle management.
- Empower employees with the skills needed to become stable and independent.
- Reduce risk and costly errors.
- Stand out from other employers.
- Being in a better position to hire newcomers and non English speakers – a new pool of talent.
- Support the supervisors and English speaking staff to support newcomer staff.

*Reduce the 'them and us' mentality and possible workplace bullying and non cohesion.*

*Supporting language will support other non work related issues which may affect work.*

# Successful Employees

In 2019, TLG worked with a local food manufacturer to support staff with low literacy and language skills, with a goal to reduce turnover.

Learners worked with workplace documents which were provided by the employer and learnt the digital literacy and workplace language required specifically to the role.

*“I was not a capable speaker of English and had only some classes in my school. When I moved to Canada, I knew I needed to speak English before I started to work but I could not support my family this way. This class let me work, learn what I needed to work and gave me tools to learn English.”*

**Sajib M.**



# Investing in Your Community



Partnering with a community literacy provider will make you a supporter of:

- Keeping our free services open to the community
- Increasing adult skill levels in the region
- Decreasing poverty levels
- Supporting the real barriers we see on our doorsteps
- Increasing the amount of skilled labour in the hiring pool in local region.

**Younger job searchers and customers are looking for companies who invest in the future and the community.**

# Cost Savings

## Hard costs include:

- Bookkeeper 1 hr = \$20.89
- Developing advertisement 1 hr = \$26.63
- Interviewing 3 hr = \$79.89
- Reference check 1 hr = \$26.63
- Orientation 2 hr = \$53.26
- On the job training = \$602.00
- The total card costs of turnover of one employee is:  
**\$809.30**

## Soft Costs

- Loss of productivity and Increased workload
  - Overtime and added shifts
  - Administration for scheduling and changes with overtime
  - lost productivity of the supervisor putting out fires
  - Estimated total = **\$2,427.90**
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- Total cost of the turn over of 1 employee at a minimum is:  
**\$3,237.20**

