

Skills for Success Curriculum Resource Cover Page

Organization

CESBA

Curriculum Resource

Promoting Inclusion: Starting a New Job

This course was designed to help people get ready to start a new job. This course includes:

- *helpful advice on how to start a job on the right foot that promotes inclusion,*
- *questions to ask before beginning a job,*
- *how to prepare for a new job,*
- *workplace safety,*
- *communications and asking for help,*
- *and skills for self-management.*

Online curriculum link included on next page.

A PDF (paper) version of this course is also available. Activities vary between courses.

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	2

Competency A -Find and Use Information	A2. Interpret documents	2
Competency B - Communicate Ideas and Information	B2. Write continuous text	1
Competency B - Communicate Ideas and Information	B3. Complete and create documents	1
Competency C - Understand and Use Numbers	C2. Manage time	1
Competency D - Use Digital Technology	N/A	2
Competency E - Manage Learning	N/A	1

Goal Paths (check all that apply)

- Employment
- Apprenticeship
- Secondary School Credit
- Postsecondary
- Independence

Embedded Skills for Success (check all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Adaptability | <input checked="" type="checkbox"/> Numeracy |
| <input checked="" type="checkbox"/> Collaboration | <input checked="" type="checkbox"/> Problem Solving |
| <input checked="" type="checkbox"/> Communication | <input checked="" type="checkbox"/> Reading |
| <input type="checkbox"/> Creativity and innovation | <input checked="" type="checkbox"/> Writing |
| <input checked="" type="checkbox"/> Digital | |

Notes:

Possible milestones: Milestone 27, Milestone 28, Milestone 225, or Milestone 57

Possible culminating task: New Employee Orientation, Employment Goal Path



Promoting Inclusion: Starting a New Job

Online

Pathway Pillar – Underrepresented Groups

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Promoting Inclusion: Starting a New Job

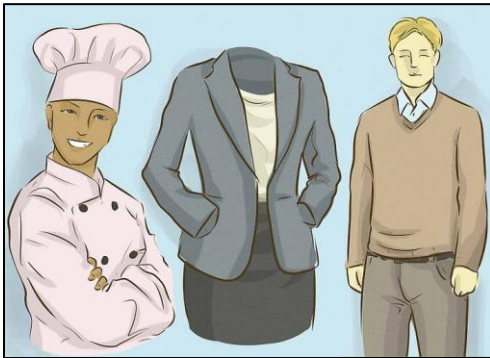
Starting a new job can be both exciting and stressful.

Starting a new job means learning new skills and responsibilities, meeting new people, and learning new information.

When you start a new job, you want to be the best worker that you can be. This course will give you some tips to help you prepare for beginning a new job.



Lesson One: Before You Start Your First Day



There are things you can ask about to get ready to start your job.

a. Dress Code

This is how the workplace wants people to dress. They might have a dress code for you to follow.

There are 4 main styles of dress for work:

- casual
- business casual
- business
- formal

You can always Google the type of dress to get ideas for what to wear. Some jobs will have uniforms or special footwear needed for the job.

b. Your Job Title

This will give you an idea of what kind of work you will be doing at the business.

c. The Person that will be Training You

This could also be the person you will report to at work on the first day.

d. What to Bring

You'll want to know if there's anything you need to bring on your first day of work. You may need:

- a void cheque or your banking information for payroll
- identification
- your Social Insurance Number (SIN) - this is also used for payroll

Activity 1: Dress to Impress

Look at the picture above and try to match the style of clothing listed below to the job listed. The first one is done for you.



1. A call centre where all business is done over the phone.

Casual

2. Barista at a small coffee shop

3. Truck driver doing long hauls across provinces

4. Attendant at a funeral home

5. Host/hostess at a fancy restaurant

6. Bank teller

7. Hotel front desk clerk

8. Retail worker in a clothing store

Activity 2: Match the Clothing to the Job

On the next page, draw a line from the outfit to the job that it would match best.

Hard hat, orange vest,
gloves, work boots, and
work pants

Personal support
worker

Uniform, hairnet, and
hat, slip free shoes

Legal Assistant

Golf shirt, dress pants,
and running shoes

Construction labourer

Scrubs and walking shoes
with insoles

Greenhouse worker

Overalls, gloves, hat to
block the sun, and rubber
boots

Fast food restaurant
worker

Jacket and dress pants,
dress shoes

Athletic store clerk

Lesson Two: Preparing for the First Day of Work

There are some things you can do to help get prepared for your first day at your new job.

1) Plan how you will get there



You should arrive at least **15 minutes** early on your first day; so when planning how you will get to work make sure you know how far away it

is. Give yourself extra time to get there.

Taxi or Getting a Drive

If you are taking a taxi or have asked someone you know to pick you up and drive you to work, be sure to set it up beforehand.

Set it for a time that allows you to be early. Make sure you have **reliable (that you can depend/count on) transportation** with a reliable person or company.

Bus or Subway

If you are taking a bus, or subway **check the schedules** and **allow yourself extra time to arrive**. That might mean taking an earlier bus or subway train on your first day.

Walking or Driving Yourself

If you are walking or driving yourself, **be sure you know how much time this will take**. If you have the time, walk, or drive there before the day that you start.

If you cannot do that then you can check Google maps to see how long, it will take to get there.

2) Check out the company one more time

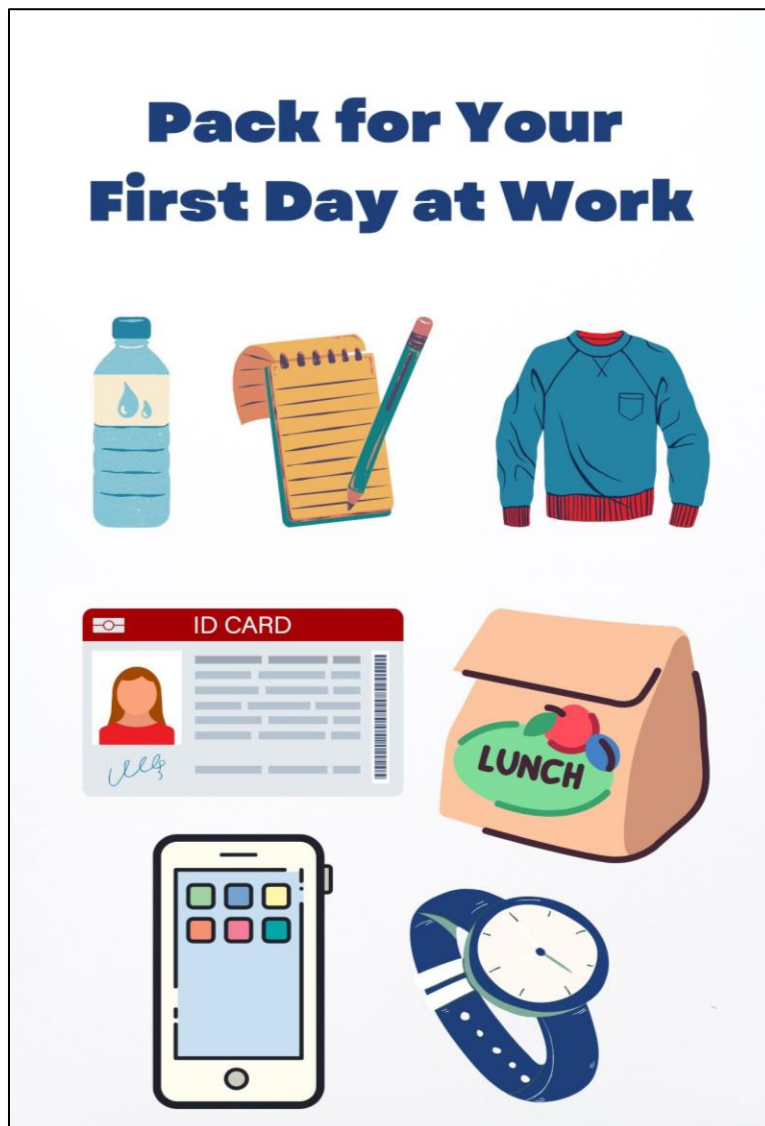
Find out what you can about the company before you start your job. This could include:

- visiting the company site online and reading all about it,
- looking over any emails or texts sent to you,
- or reading over any information given to you ahead of time from your new workplace.

Be as prepared as possible.

3) Do whatever you can the evening before

Put out your outfit for your first day the night before your first day. Plan your breakfast the night before. Prepare lunch and/or snacks. **Pack a bag with what you might need for the first day.**



4) **Plan out your morning** or day leading up to your start time and set times for every task

Knowing how much time you need before leaving for work will help you be on time. When people are late for work it is often because they **sleep in or run behind on tasks**.

5) Set an Alarm



Set an alarm for when you need to start getting ready to go to work.

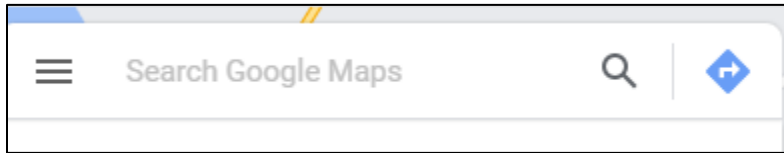
Activity 1: Finding Travel Times and Directions with Google Maps

1. Open your Internet browser (Chrome, Safari, Edge, or Firefox).
2. Type maps.google.ca into the address bar.



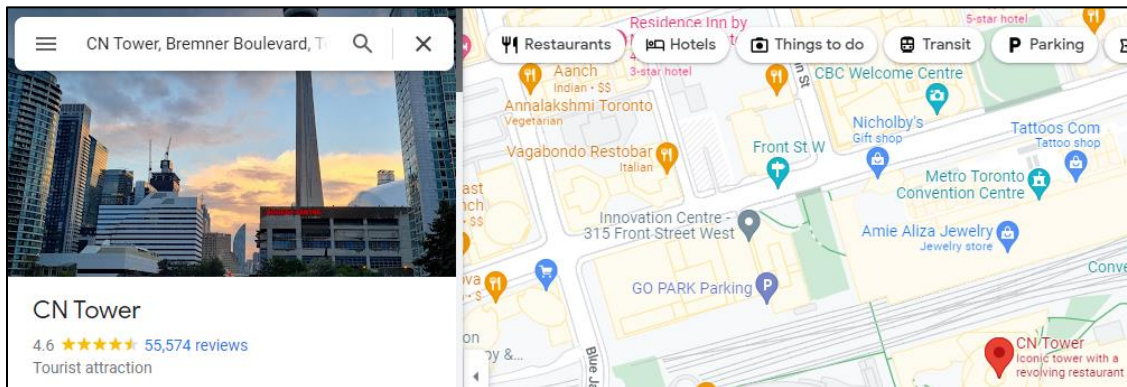
To find a place, you will type in the address or name of the place in the search box.

3. Search for the CN Tower in Toronto.



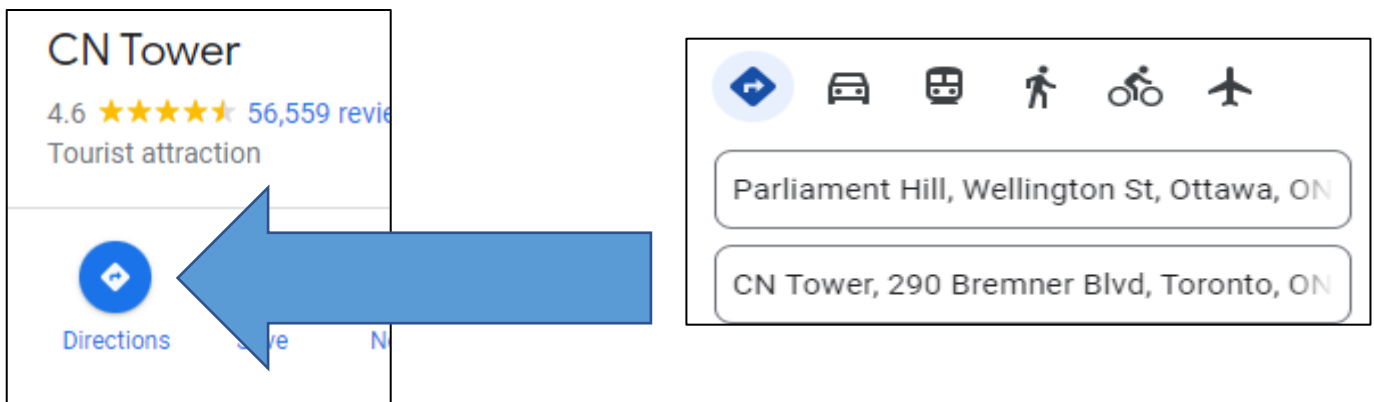
4. Click the magnifying glass (search icon) to search for this location.

You will see a picture of what that location looks like, as well as where it is on the map.



5. Click on Directions to find out how to get to the CN Tower.

*This is the example, but you can type in any place and get directions there.



6. Type a starting location address in the top bar.

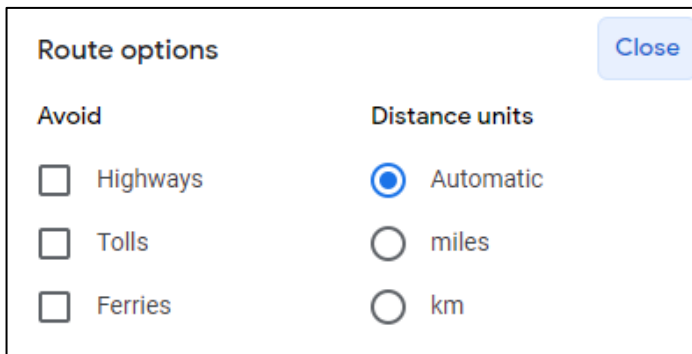
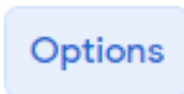
In the example Parliament Hill in Ottawa has been used.

Press the Enter key on your keyboard.

You can pick the type of directions you would like to know, for example: by car, by foot, by bicycle or by airplane.

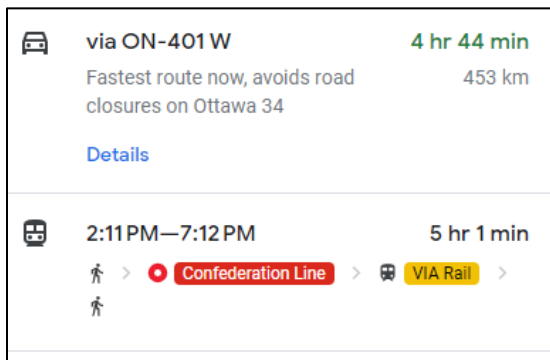


You can click on Options



You can decide if you want to avoid motorways, tolls, or ferries.

7. Scroll down to see times for the trip.



Google Maps will tell you step-by-step directions and the length of the trip based on the time of day.

Practice Using Google Maps

1. Search your home address on Maps.
2. Click on Directions.
3. Search for your local grocery store (by name and town).
4. Click on the by foot option.
5. Scroll down to see direction and length of time it would take to drive and walk from your address to the store.

How far is it to the store (in kilometres)? _____

How long would it take to walk there? _____

How long would it take to drive there? _____

Activity 2: Planning Tasks and Times

Jin is starting a new job.

He starts work at **8:30am**.

He will walk to work. It is a **30-minute walk** to his new job. He needs to set his alarm so that he will have enough time to do everything in the morning and get to work **20 minutes early**.

- Jin gets up and makes coffee.
- When the coffee is ready, he makes himself a cup of coffee and gets a bowl of cereal and an apple for breakfast.
- He puts on his coat and boots and takes his dog outside for a walk. This task usually takes 15 minutes.
- He gets the clothes he put out the night before and has a shower. He puts on deodorant and gets dressed and brushes his teeth.
- He put his lunch, snacks, water bottle, apartment keys and cellphone in the bag he packed with his ID, steel-toed shoes, and an extra sweater the night before.
- He double checks to make sure he has packed everything that he needs.

1. Use the table on the next page to plan Jin's morning. You can decide how long his morning tasks will take to finish. You can use a calculator when you are finished to add up the time for each task. Remember there are 60 minutes in an hour.

Tasks	Time for Task
Time to be there early	+20 minutes

2. How much time will Jin need in the morning to do his tasks?

3. What time will he need to set his alarm for to be there for 830am? (Job start time subtract time for tasks).

Activity 3: Pack a Bag

Clara is starting a new job as a cleaner at the hospital. She is training with the manager the first two days.



She remembers new things by **taking notes**.



She will need to change into her **scrubs** when she gets there; that way she will not be bringing germs from her outside clothes past the locker room, into the hospital.



She will also need a change of **shoes**. She will leave the slip-free shoes there after her first day.

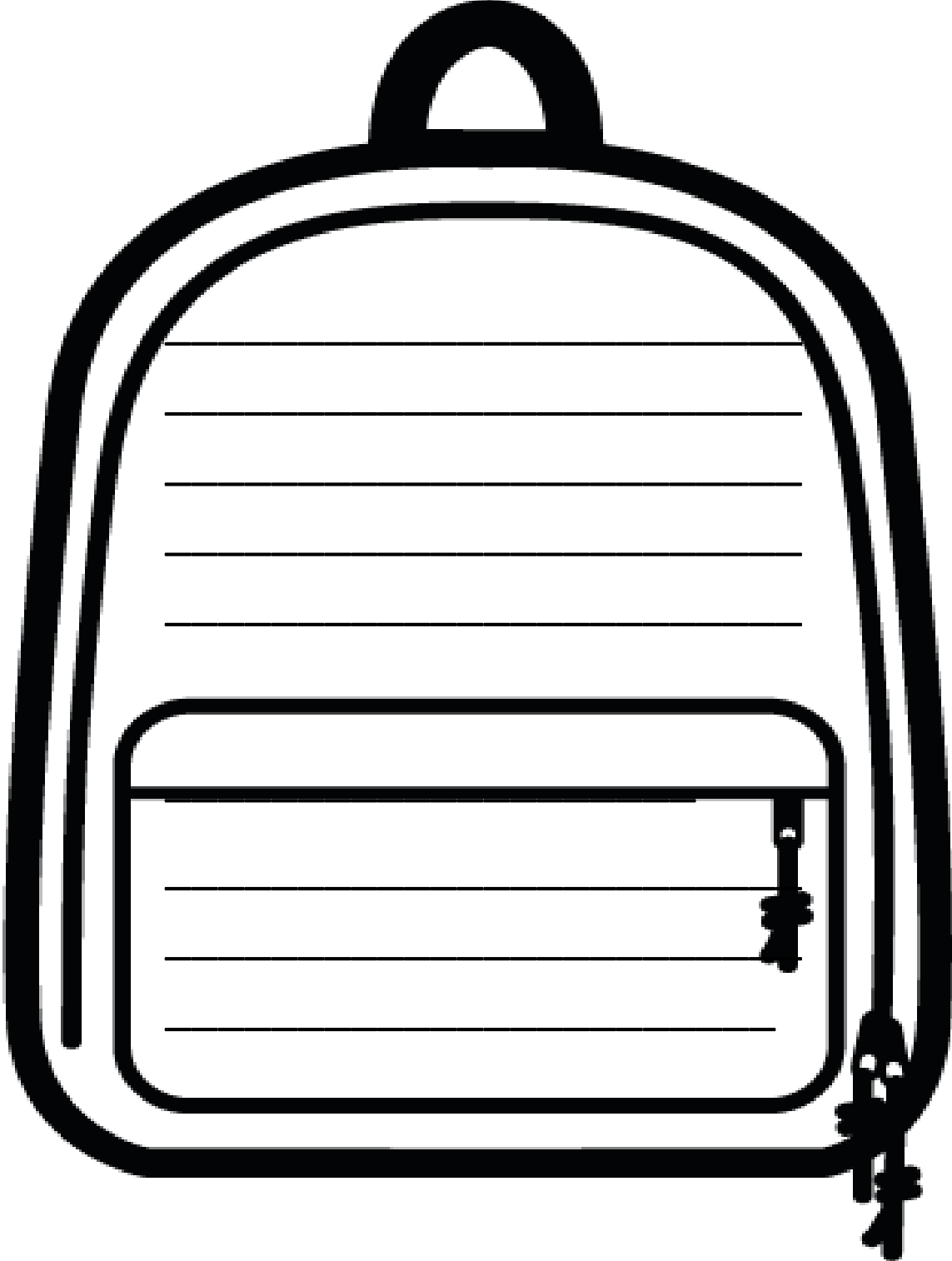


Clara works long shifts and wants to make sure she has **hygiene items** in her locker in case she needs them.

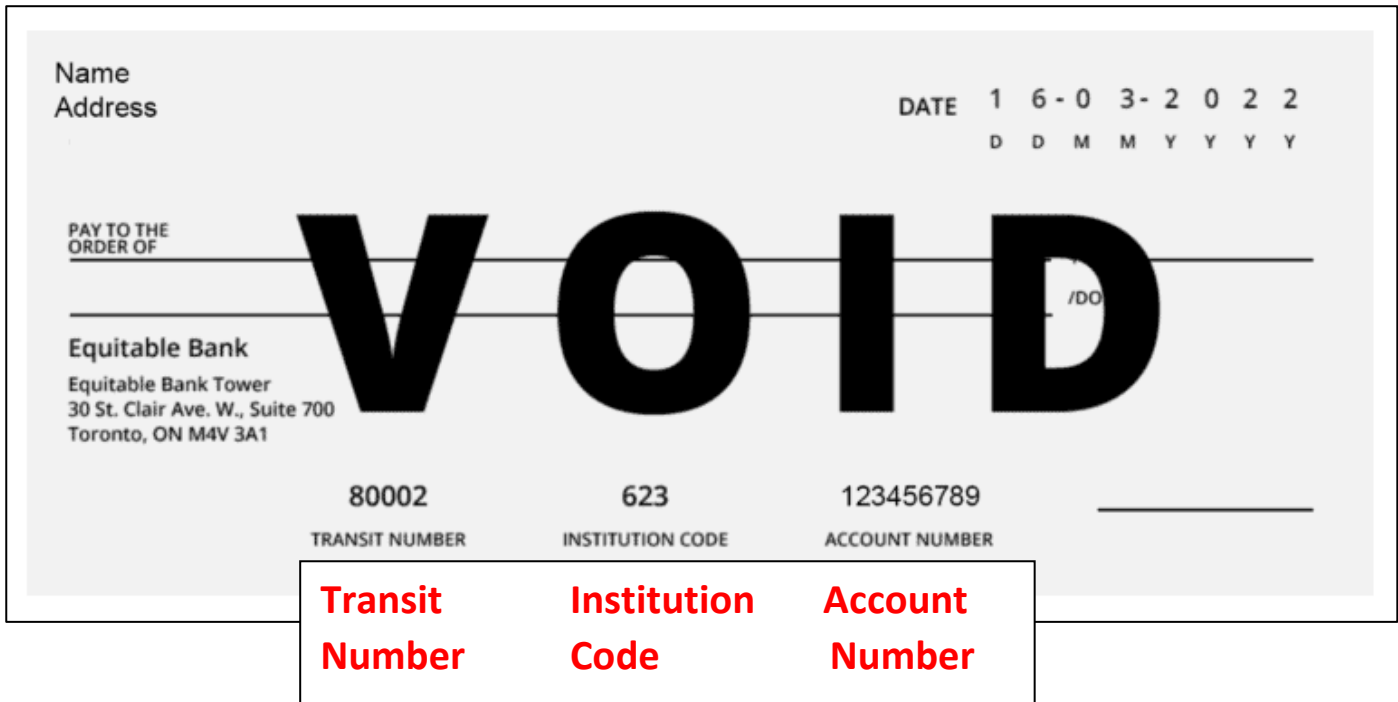


Clara also **gets cold** easily.

List some items that Clara should pack in her bag for the first day of work in the backpack below.



Lesson Three: Direct Deposit and Identification



What You Need for Direct Deposit

Many employers use direct deposit to pay their employees instead of cheques. To do this, they need the **transit number, institution code and account number** for your bank account.

Direct deposit gives your workplace permission to put your pay into your bank account.

They can only put money in, they are not allowed to take any out.

It is good to have a **void cheque** with you when you go to your first day at a job. It shows you are prepared. A void cheque is just a cheque with the word VOID written across it.

Voiding a cheque means it cannot be used by anyone else. The cheque has all the information needed to pay you by direct deposit.

If you do not have cheques, there are other ways you can give your new job permission to deposit your money.



If you have online banking, all banks have an option to download a VOID cheque or a deposit form in your online account.

You will see it on the main screen after you have signed into your account. Click on void cheque.

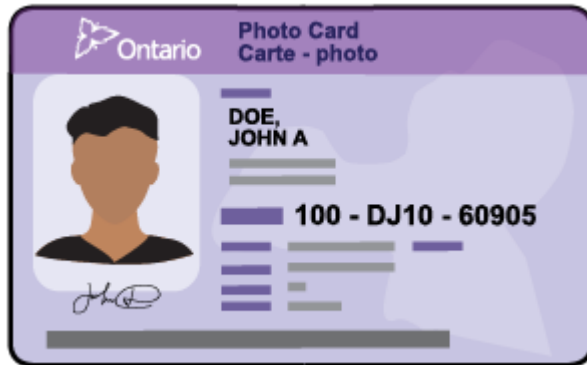
If you do not have a printer, you can ask where to email your voided cheque, but be careful. Make sure you send it to the right place.

*If you do not have online banking, and you do not have cheques, you can go into your bank and get a direct deposit form to take to the employer.

Identification

If you do not have a Social Insurance Number (SIN number) you will need to get one to work. Your SIN number is what your new job will use to report your pay and taxes to the government.

Your boss may also ask you for a form of identification (ID) with a picture on it. This is to make sure that you are who you say that you are.



If you do not have ID with a picture like a driver's license or a passport, do not worry. You can get an Ontario Photo Card at a Service Ontario Centre.

Image credit: <https://www.ontario.ca/page/ontario-photo-card>

You can apply for an Ontario Photo Card in person at a Service Ontario Centre if you:

- do not have a driver's license
- are a resident of Ontario
- are 16 years of age or older
- have a birth certificate

The card will need to be renewed in 5 years.

Activity 1: Using your Information to Fill Out a Form

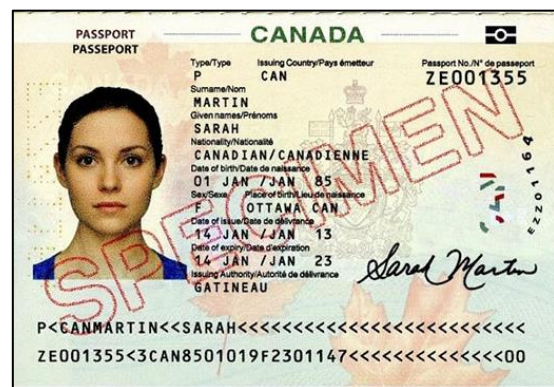
Use Sarah’s information to fill out her employee form on the next page.

Her cellphone number is **614-555-2345** and her email is **Sarahmartin21@mail.com**



Cheque number

	Human Resources Development Canada	Développement des ressources humaines Canada
SOCIAL INSURANCE NUMBER	NUMÉRO D'ASSURANCE SOCIALE	
555 444 777		
Sarah Martin		



Passport image credit: <https://www.publicsafety.gc.ca/cnt/ntnl-scrt/cntr-trrrsm/pssngr-prtct/cndn-trvl-nmbr/appl-cndn-trvl-nmbr-dntfctn-dcmnts-en.aspx>



VALUE MARKET

New Employee Pay Form

Name: _____

Street Address: _____ Unit: _____

City: _____ Province: _____

Postal Code: _____

Email: _____

Phone Number: () _____ Home Cellphone

SIN number: _____

Choose one:

Canadian Citizen Permanent Resident

Landed Immigrant Work Visa

Banking Information

Transit Number: _____ Institution Code: _____

Bank Account Number: _____

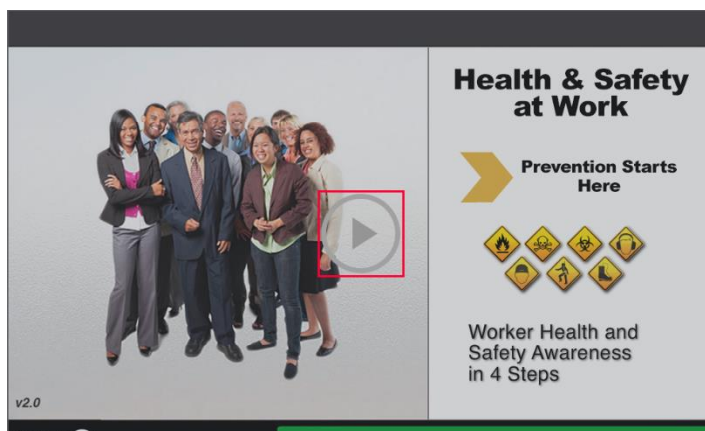
I give Value Market permission to direct deposit my wages into my account. Yes No Signature: _____

Lesson Four: Workplace Safety

When you start your new job remember that **you have safety rights** and that you have the right to know about any workplace hazards (things that can be unsafe or harmful).

You also **have the right to refuse any work** you think is not safe and the right to suggest ways to make your job safer.

Health and Worker Safety Awareness in 4 Steps



To learn more, please open your web browser and type in the link below or do an online search for Worker Health and Safety

Awareness in 4 Steps to do the worker safety training. You will get a certificate.

This training was made to keep you safe on the job.

<https://www.labour.gov.on.ca/english/hs/elearn/worker/fourstep.php>

When you have completed this training, please tell your instructor.

Being Careful at Work

There are many things that help make a safe environment. **Be careful when doing daily activities;** like lifting objects or walking on icy parking lots or pathways can go a long way to keeping you safe.

Each workplace has a person in charge of health and safety that you can talk to any time if you feel that there is something unsafe at work.

My Health Alberta has instructions on their website on how to be safe at work when lifting. Look at the picture and read the information under it to see how you can lift objects and protect your body from injury.

Proper Lifting Technique



Follow these tips to avoid compressing the spinal discs or straining your lower back when you are lifting:

- **Keep a wide base of support.** Your feet should be shoulder-width apart, with one foot slightly ahead of the other (karate stance).
- **Squat down, bending at the hips and knees only.** If needed, put one knee to the floor and your other knee in front of you, bent at a right angle (half kneeling).
- **Keep good posture.** Look straight ahead, and keep your back straight, your chest out, and your shoulders back. This helps

keep your upper back straight while having a slight arch in your lower back.

- **Slowly lift** by straightening your hips and knees (not your back). Keep your back straight, and don't twist as you lift.
- **Hold the load as close to your body as possible**, at the level of your belly button.
- Use your feet to change direction, taking small steps.
- **Lead with your hips** as you change direction. Keep your shoulders in line with your hips as you move.
- **Set down your load carefully**, squatting with the knees and hips only.

Keep in mind:

- **Do not attempt to lift by bending forward.** Bend your hips and knees to squat down to your load, keep it close to your body, and straighten your legs to lift.
- **Never lift a heavy object above shoulder level.**
- **Avoid turning or twisting your body** while lifting or holding a heavy object.

Activity 1: Finding Information in Instructions

1. List eight tips for proper lifting?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

2) Is this the way that you are lifting items now? If not, what will you need to change when lifting items in the future?

Lesson Five: Communicating at your New Job



There are many things to consider when interacting (talking or doing things) with people in the workplace.

Speaking to new people, learning new rules or ways of doing things, and collaborating (working together on tasks) with people that you have just met, can be a little stressful at a new job.

Many people become shy around new people. If you feel this way, you are not alone. If you know that you are shy and find it hard to speak up, then you know you have to work to make that better.

If talking to coworkers or customers is a part of your job, just know that it gets easier over time. Being shy can be good for you at work because when you do decide to speak up, you will focus on what needs to be said and not be seen as too chatty.

Shy people are very to the point, no nonsense speakers. Being shy can be good. Try to focus on the positive side of being shy if you are a shy person.

When you start a new job, you will be asking questions and getting to know company rules (policies and procedures). This means not coming right out with new ideas or sharing any opinions about the workplace right away.

For example, as a barista, you may have an idea for a new system for setting up the coffee bar at the café but getting to know the job well first will be the most important thing to do. Your boss will expect you to settle in and be there for a bit before you start making suggestions. **The most important thing** in the beginning **is to learn your job** and the rules in the workplace and to follow your training.

Activity 1: Understanding a Workplace Policy

Read the information in a workplace policy (rules for the job) below and then answer the questions.



**HARTLEY'S
SPORTING GOODS
MANUFACTURING**



NOTICE

**Company cellphone policy
FOR ALL EMPLOYEES**

Cellphones ARE NOT allowed on the factory floor

Cellphones in the building must be stored in lockers

No cellphone use when driving company vehicles

Cellphones may be used on lunches and breaks only

1. Is it okay to keep your cellphone in your pocket while working at this factory? Why or why not?

2. Can you use your cellphone on your break?

3. Can drivers use their cellphone when doing deliveries?

4. Why do you think the company has this policy?

Making Connections

In the beginning, introduce yourself to everyone. You should also check in with your supervisor and co-workers to ask how you are doing. Open communication is important at a new job. You will spend your first days there listening more than you talk, so you can learn the job but do not be afraid to ask questions.

Activity 2: Tell Us About Yourself

List two or three small details about yourself that you would like to share with the new people that you meet. Having this prepared will make introductions easier.

Positive Language

When working with people, it is important to use positive language. Positive language shows that you care. The right words can make all the difference.



Sometimes, the things you say or do can stay with someone all day. Smiling and using positive language can improve someone's day.

If you get frustrated or upset and use negative language, then you can make someone's day worse. Customers and clients come back to places that have left them feeling heard and happy. They might avoid places that leave them feeling bad. They might tell people they know about the bad experience that they had. This might hurt the business.

Coworkers also feel more comfortable working with someone that is not always complaining or negative.

Being positive can help you succeed quickly at a new job.

Here are some positive words that you can use at work:

Absolutely	Fantastic	Please
Appreciate	Friendly	Quickly
Can	Good	Recommend
Definitely	Great	Right away
Easily	Happy	Terrific
Enjoy	Help	Thank you
Exactly	Impressive	Understand
Excellent	Interesting	Yes (Of course)

Activity 3: Find the Right Word

Fill in the blanks below with a word from the positive language list above.

1. I am _____ to help you today.
2. I can get this done for you _____.
3. I can _____ fix this for you.

4. I _____ that you are upset, and I can help you.
5. That is _____ what we are going to do.
6. Can you _____ follow me?
7. I really _____ your patience.
8. _____! I can help you with that.
9. I am here to _____ you find what you are looking for.
10. _____ _____ for waiting.

Asking for Help

Asking for help can be hard.

Some people will not ask for help. Others would rather ask right away to avoid trying to do it themselves.

Finding a balance between these two ways is important.

When you start a job, you will probably have to ask for help a little more than you usually would.

When you ask for help, your honesty will gain respect from your manager and coworkers. It is better to be upfront if you are having issues with a task at work.

Activity 4: What Would You Do?

Joel is a new employee at a printing facility.

It is late on Friday, and Joel is doing his first big order for a customer. The order is due Monday afternoon, and the customer has paid extra to have it done quickly. It is a multistep process and Joel's first time doing it. He is stuck on a step.

Which of the following options should Joel try?

Pick the best answer by circling it.

- a) Keep trying until he gets it right, even if it takes hours.
- b) Give up and pass the order to someone else.
- c) Put the order on hold and start over on Monday.
- d) Ask another employer or manager for help.

Tips for Asking for Help

Here are some words of advice to follow when asking for help:

- **Choose who you ask carefully.** Try not to rely too much on one person. Choose helpers based on their availability and skills.
- **Come prepared.** When you ask for help, be ready to tell what you have done so far. If you can, have a few ideas that you might want to try next so you can talk about them. This way the helper has all the information.
- **Be Specific. Tell the person exactly what you need.**

Final Tasks

Activity 1: Self-Management Checklist

Now that you have finished this course, read the checklist on the next page, and check the information that you have learned. If you need to go back and read over parts of the course before finishing the list, you can.

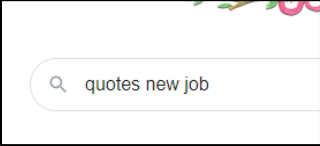
After reading this course, I understand:

- some good questions to ask before I start a new job
- ways to dress for work
- how to prepare for my first day at work
- how to schedule my time before work on my first day
- what to pack to take to work on the first day
- how to plan to be at work on time (or early)
- void cheques and identification and why they are needed for work
- my safety rights at work
- the proper way to lift objects
- communication for the first day of work
- positive language
- how best to ask for help



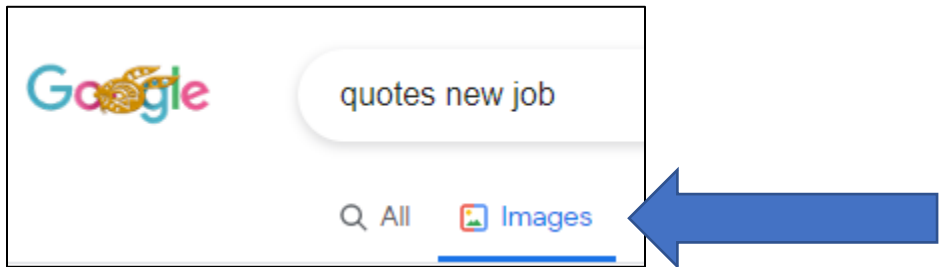
Activity 2: Finding Inspiration from a Quote

1. Open your web browser (Chrome, Edge, Firefox, Safari).
2. Type Google.ca into your address bar.



3. Search Quotes New Job and press your Enter key on your keyboard.

4. Click on the Images tab.



5. Look at the images (pictures) of quotes about new jobs.

6. Choose one that you like and write it on the lines below.



Congratulations! You have completed this course.

Promotion Inclusion: Starting a New Job – Marking Guide

Lesson One: Before You Start Your First Day

Activity 1: Dress to Impress

1. A call centre where all business is done over the phone

Casual

2. Barista at a small coffee shop

Business casual

3. Truck driver doing long hauls across provinces

Casual

4. Attendant at a funeral home

Formal

5. Host/hostess at a fancy restaurant

Formal

6. Bank teller

Business

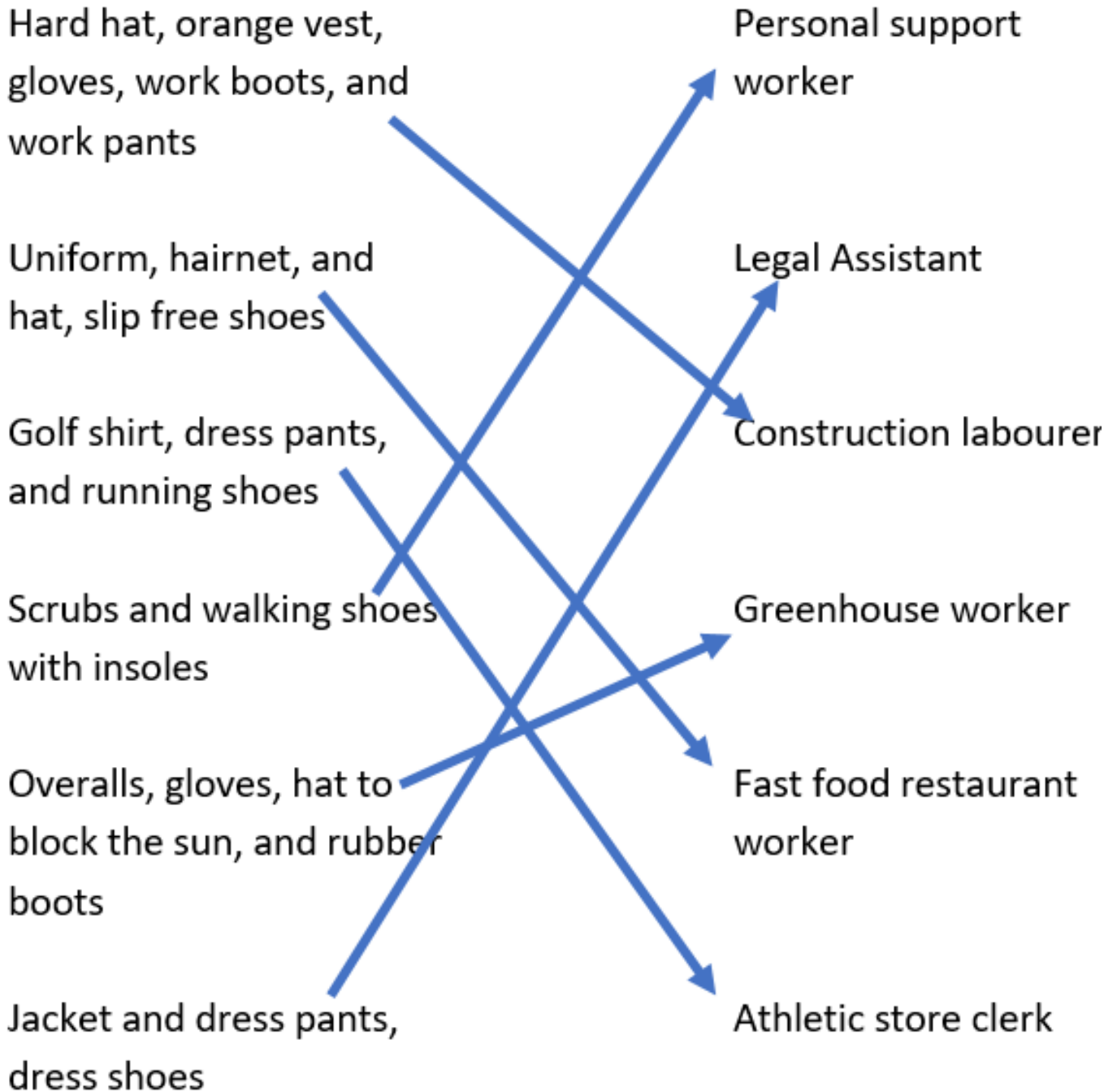
7. Hotel front desk clerk

Business

8. Retail worker in a clothing store

Business Casual

Activity 2: Match the Clothing to the Job



Lesson Two: Preparing for the First Day of Work

Activity 1: Finding Travel Times and Directions with Google Maps

Practice activity answers will vary. Must include times to drive and walk to grocery store and how many kilometres it is from the learner's home to that store.

Activity 2: Planning Tasks and Times

1. Answers may vary but should reflect the approximate time needed for each task. Marking is at the discretion of the instructor.

Sample answer:

Tasks	Time for Task
<i>Make coffee</i>	<i>5 minutes</i>
<i>Coffee and breakfast</i>	<i>15 minutes</i>
<i>Dog for a walk (boots and coat on and off)</i>	<i>20 minutes</i>
<i>Shower, brush teeth and get dressed</i>	<i>25 minutes</i>
<i>Pack bag</i>	<i>5 minutes</i>
<i>Walk to work</i>	<i>30 minutes</i>
<i>Time to be there early</i>	<i>+20 minutes</i>

2. How much time will Jin need in the morning to do his tasks?

120 minutes/ 2 hours

3. What time will he need to set his alarm for to be there for 830am? (Job start time subtract time for tasks)

830 – 2 = 630 am

Activity 3: Pack a Bag

Answers should include:

Shoes

Scrubs

Lunch

Water

Snacks

Notepad and pen

Might also include:

Phone

Identification

Banking information

Toothbrush and toothpaste

Lesson Three: Direct Deposit and Identification

Activity 1: Using your Information to Fill Out a Form

New Employee Pay Form

Name: *Sarah Martin*

Street Address: *12 Baker Street* Unit: *B*

City: *Almonte* Province: *Ontario*

Postal Code: *K0A 1A0*

Email: *Sarahmartin21@mail.com*

Phone Number: (*614*) *555-2345* Home Cellphone

SIN number: *555 444 777*

Choose one:

Canadian Citizen Permanent Resident

Landed Immigrant Work Visa

Banking Information

Transit Number: *12345* Institution Code: *010*

Bank Account Number: *1212345*

I give Value Market permission to direct deposit my wages into my account. Yes No Signature: *Sarah Martin*

Lesson Four: Workplace Safety

Activity 1: Finding Information in Instructions

Possible answers

- 1. Keep a wide base of support.*
- 2. Squat down, bending at the hips and knees.*
- 3. Keep good posture.*
- 4. Slowly lift by straightening your hips and knees.*
- 5. Hold the load as close to your body as possible.*
- 6. Set down your load carefully.*
- 7. Do not attempt to lift by bending forward.*
- 8. Never lift a heavy object above shoulder level.*
- 9. Avoid turning or twisting your body.*

2) Is this the way that you are lifting items now? If not, what will you need to change when lifting items in the future?

If the answer is no, I do not lift this way now, then the answer should include how learners will lift differently in the future.

Lesson Five: Communicating at your New Job

Activity 1: Understanding a Workplace Policy

1. Is it okay to keep your cellphone in your pocket while working at this factory? Why or why not?

It is not okay at this factory to keep your cellphone in your pocket. Cellphones are not allowed on the factory floor/ must be kept in lockers.

2. Can you use your cellphone on your break?

The policy says that you can use your cellphone on breaks and at lunch.

3. Can drivers use their phone when doing deliveries?

Drivers are not allowed to use their phones when driving company vehicles.

4. Why do you think the company has this policy?

Answers will vary, may include:

Because they want their employees focusing on work.

Because you should not be paid for using your phone for personal matters on factory time.

For health and safety reasons.

Phones are a distraction.

Activity 2: Tell Us About Yourself

Answers will vary, should contain two or three small appropriate details about the learner that they can use while introducing themselves.

Activity 3: Find the Right Word

1. I am *happy* to help you today.
2. I can get this done for you *right away*.
3. I can *definitely/easily* fix this for you.
4. I *understand* that you are upset, and I can help you.
5. That is *exactly/definitely* what we are going to do.
6. Can you *please* follow me?
7. I really *appreciate* your patience.
8. *Yes/Of course!* I can help you with that.
9. I am here to *help* you find what you are looking for.
10. *Thank you* for waiting.

Activity 4: What Would You Do?

Joel is a new employee at a printing facility.

- a) Keep trying until he gets it right, even if it takes hours.
- b) Give up and pass the order to someone else.
- c) Put the order on hold and start over on Monday.
- d) Ask another employer or manager for help.

Final Tasks

Activity 1: Self-Management Checklist

Learner completes checklist.

Activity 2: New Job Quotes

Learner can search images on Google to find quotes on new jobs.

Learner chooses a quote that they find helpful and writes it down.