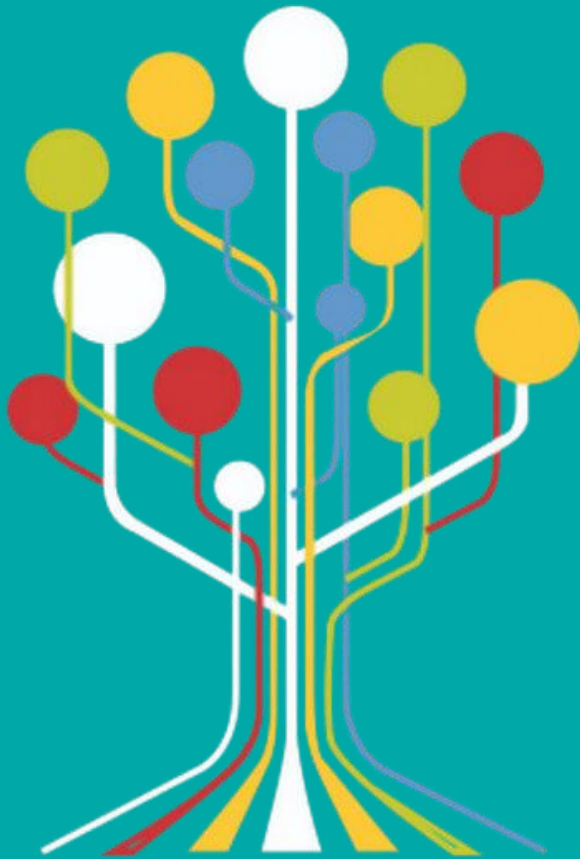


Work Ready Lancashire

Geoff Mason
Kay Vaughan
Sara Gaskell



Work Ready Lancashire

Developing a common Lancashire language for work readiness and employability skills

Geoff Mason – North & Western Lancashire Chamber of Commerce / Lancashire Local Skills Improvement Plan

Kay Vaughan – Inspira / Lancashire Careers Hub

Sara Gaskell – Lancashire Skills & Employment Hub

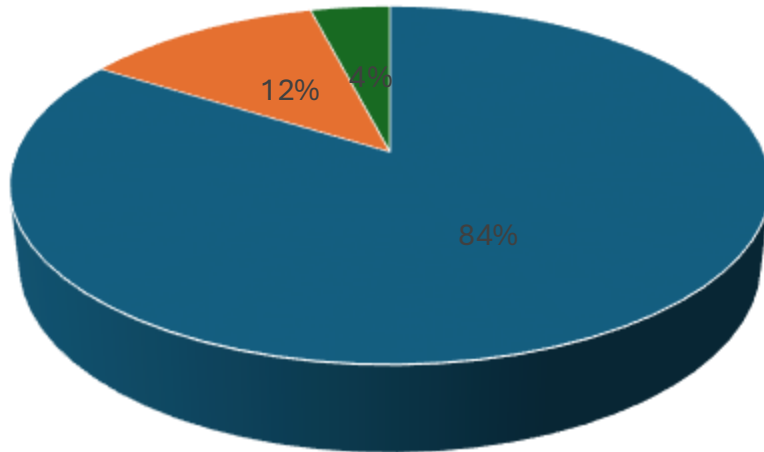
Employer issues with work readiness

Throughout LSIP engagement with employers, employability and work readiness has been highlighted time and time again as a key priority and an increasing area of concern.

Employers have repeatedly expressed they are struggling to find certain attributes in people entering the workplace for the first time.

These issues are ongoing for some time and have only been exacerbated by COVID.

What is the most important attribute you are looking for from your ideal candidate?

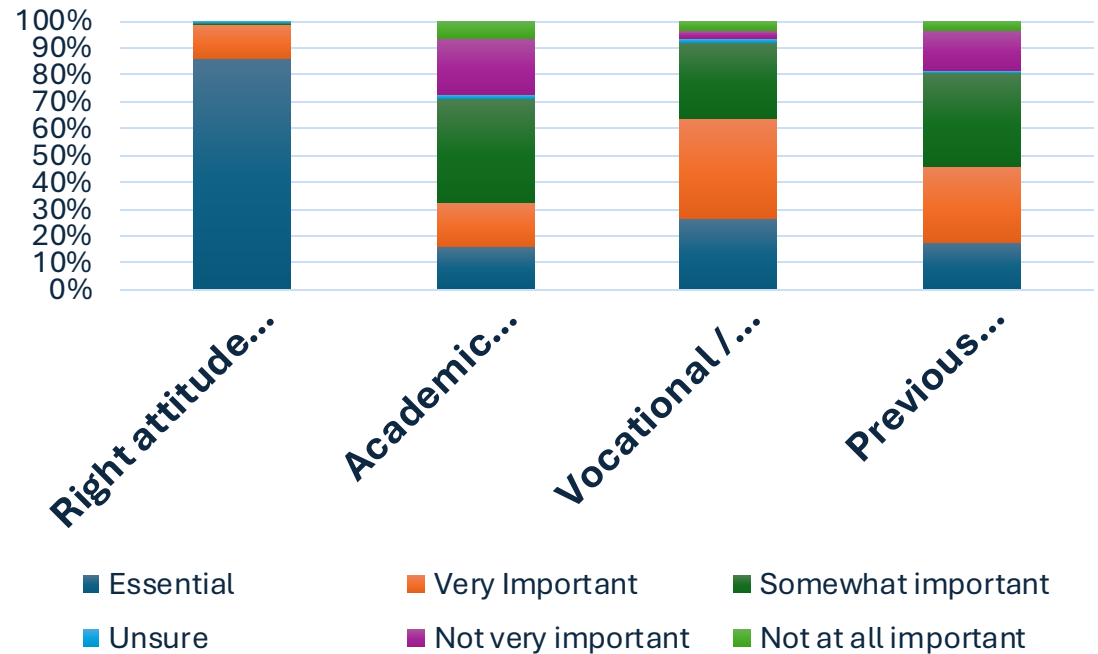


- Employability - interest / attitude etc
- Experience
- Qualifications / training

- In the Trailblazer (2021-22) activity employers were asked as part of a wider survey what the most important attribute they look for in an ideal candidate.
- Of the three choices, employability (interest/attitude etc.) was by far the most common answer.
- While clearly highlighting the importance of the right attitude it didn't show how comparatively important it was to employers.

- During the follow up activity (2022-23) a more nuanced question was asked about the importance of each attribute.
- While more detail is shown about the relative importance of qualifications, technical skills and previous experience are shown, the right attitude to work is still clearly the most important element.
- 87.5% responded that the right attitude was essential with 11.4% saying very important.

When recruiting people how important are following?



What to do about it?

LSIP Priority:

“Develop a greater understanding among young people of what is needed and expected in the workplace”

Need to work with schools to better prepare children before they enter full time work or apprenticeships.

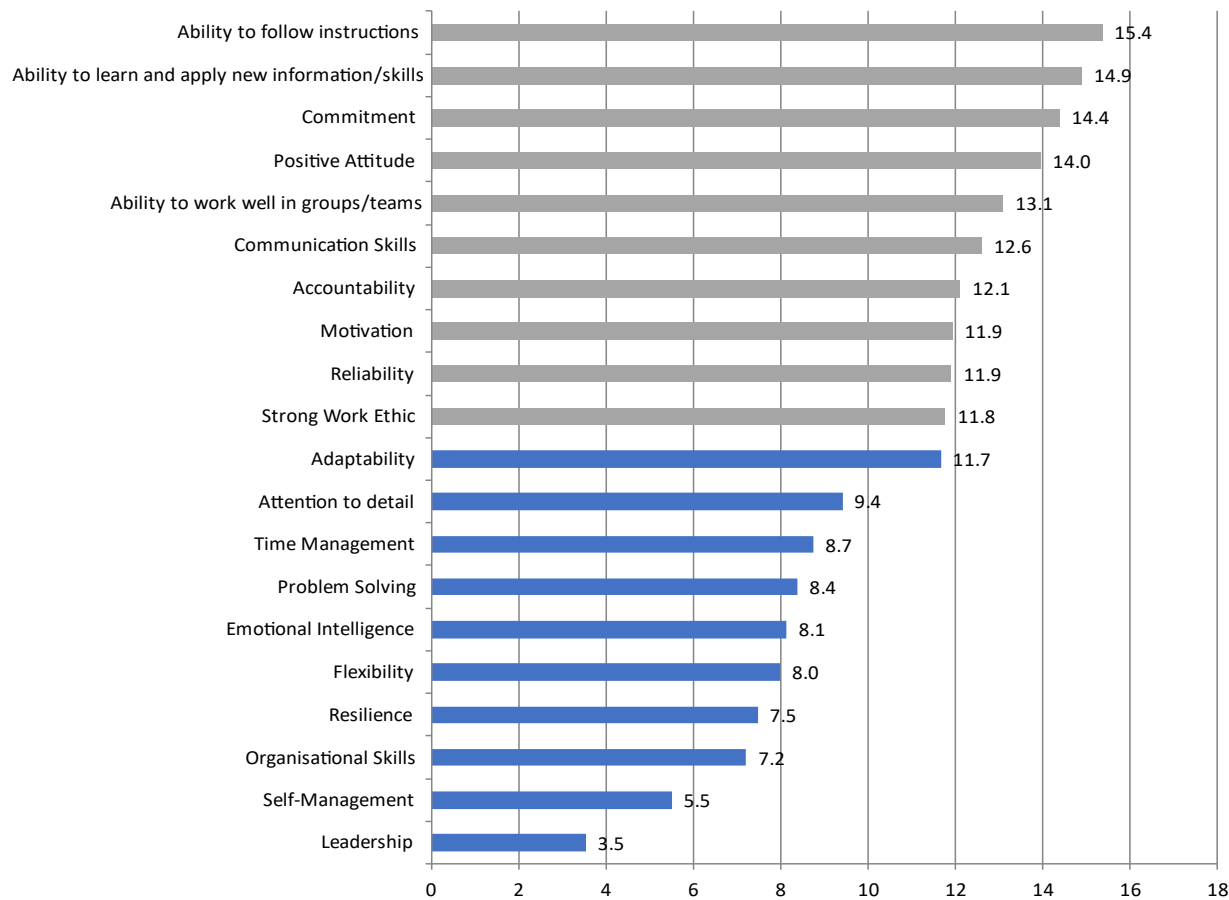
Careers Hub project to develop a common language to explain what employers are looking for.



Work Ready Lancashire

Shared Common Language

Work Readiness Skills - Average Importance Score from Survey



Work Readiness Skill	Rank of Importance
Ability to follow instructions	1
Ability to learn and apply new information/skills	2
Commitment	3
Positive Attitude	4
Ability to work well in groups/teams	5
Communication Skills	6
Accountability	7
Motivation	8
Reliability	9
Strong Work Ethic	10

Top 10 Skills Identified by Lancashire Employers

This list is categorised in order of importance with work ready skills combined where appropriate.

1. Ability to follow instructions / Attention to detail	The ability to actively listen and carefully follow instructions to complete tasks as requested.
2. Ability to learn and apply new information and skills	Confident and willing to learn new tasks with a positive can-do attitude towards learning. Showing enthusiasm in new challenges and using these skills in future work
3. Commitment / Strong Work Ethic / Reliability	A strong work ethic means that you are dedicated to your job or duties, attend work consistently and on time, showing a level of discipline and a commitment to achieving your goals. Your work ethic displays a set of values, beliefs, and principles, including commitment and reliability, which guide your approach to work.
4. Positive attitude / Motivation	Being optimistic about situations and being positive about work or a task. Motivation means to be enthusiastic and happy to complete a task or activity and ask for more when you have finished.
5. Ability to work in a group or team	Working towards a mutual goal and understanding your role, strengths and weaknesses when working alongside others
6. Communication	The ability to express yourself clearly, deliver information, listening actively, understanding non-verbal cues, and adapting how you deliver information to different situations.
7. Accountability	Taking responsibility for own actions, behaviour, performance and decisions.
8. Adaptability	Willingness to change approach, actions or behaviour. Being able to respond as priorities and/or demands change
9. Time management	A good understanding of turning up on time and the consequences of not doing so, but also the commitment shown through attendance. Staying focused to your prioritised tasks and not getting distracted.
10. Problem Solving	Understanding that issues will always arise but having the ability to recognise them, address them and identify solutions. Having the confidence to voice ideas.

Ability to follow instructions

Attention to detail



What is meant by this? Ability to listen and follow in detail the tasks asked to complete in the way you have been asked to complete them.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Following instructions during science experiments for example to achieve the correct outcome. • In English following guidelines and applying grammar rules to suit your audience. • In maths following the steps needed to calculate an answer and checking your answers. • In exams reading the questions carefully to understand what they are asking for. • Extra-curricular activities including DofE, STEM, Coding and Debate clubs all need you to pay attention to the details and instructions. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Understand how to greet customers and follow the company's customer service guidelines whether face to face or over the telephone or through email communications. • Following instructions from supervisors or managers to make sure tasks are completed. • Following instructions around working safely protecting yourself and others. • Breaking tasks down into steps to make sure they are carried out correctly and in time. • Checking you understand any instructions before completing a task if you are unsure.
APPLY	How can this work ready skill be used effectively in the workplace? • Attention to detail is essential as it helps in planning, organising, and carrying out tasks. • Checking the quality of a product against the requirements is an important part in manufacturing roles. • Understanding a client's needs by paying attention to the detail of what they are asking. • If designing a product or service attention to detail and understanding what is needed is essential. • In healthcare or support roles meeting a client's needs requires attention to detail.

This skill maps to the Listening, Problem Solving and Aiming High skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:
[Listening Step 1: I listen to others and can remember short instructions](#)
[Problem Solving Step 0: I complete tasks by following instructions](#)
[Aiming High Step 2: I work with care and attention to detail](#)

Ability to Learn and apply new information and skills



What is meant by this? Confident and willing to learn new tasks with a positive can-do attitude towards learning.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Using exam questions and assessments to practise applying your new knowledge. • In design and tech subjects using your learning to support your designs. • In science predicting the outcome of an experiment based on what you have learnt. • Applying the grammar and punctuation rules learnt in English to all writing and communication. • Explicitly teach the focus essential skill steps from the Universal Framework (see below)
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Using and applying information learnt in meetings and training to your everyday work. • Engaging with workplace mentors to develop your skills in areas you want to improve and shadow other employers to observe how a task is completed. • Develop and follow health and safety knowledge to how you work. • Breaking down a complicated task into steps to ensure success. • Practising new skills until you become confident to incorporate them into your daily work.
APPLY	How can this work ready skill be used effectively in the workplace? • Putting yourself forward to work on new projects, applying existing knowledge and looking for ways to improve • Continuing to engage with learning throughout your career so you keep up to date with developments in your sector. • Transferring the skills and knowledge learnt in school or college to your job. • Understanding how new training and instructions apply to your work.

This skill maps to the Problem Solving, Creativity and Aiming High skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Problem Solving Step 3: I complete tasks by finding information I need myself](#)

[Creativity Step 3: I generate ideas when I've been given a clear brief](#)

[Aiming High Step 4: I work with a positive approach to new challenges](#)

Commitment / Strong Work Ethic / Reliability



What is meant by this? A strong work ethic means that you are dedicated to your job or duties, showing a level of discipline and a commitment to achieving your goals. Your work ethic displays a set of values, beliefs and principles, including commitment and reliability, which guide your approach to work.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Learn from your mistakes and always try to improve. • Listen to and learn from feedback from your teachers. • Practice self-discipline if you commit to extra-curricular activities, i.e., sports teams. • Make your schoolwork a priority. • Know your distractions and minimise them whilst working. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Develop a positive and consistent daily routine. • Maintain a positive attitude and energy. • Continue to take pride in your work. • Ensure you turn up to work on time, engage well with colleagues and customers and try your best to do a great job. • Show interest in your work and be willing to seek new tasks when your work has been completed
APPLY	How can this work ready skill be used effectively in the workplace? • Show commitment to achieving the best results at work that you can. • Seeking opportunities to take on new tasks, roles and responsibilities. • Be focused, dedicated and committed to achieving what your organisation wants. • Ensure you continually fulfil your duties and responsibilities to the best of your ability. • Maintain positive relationships to help your company achieve their goals, whether as part of a team or individual. • Manage your time well, be punctual, have good attendance, manage deadlines.

This skill maps to the Aiming High and Teamwork skills on the Skills Builder Universal Framework.
To begin learning these skills, you could focus on:

[Aiming High Step 1: I know what doing well looks like for me.](#)

[Aiming High Step 5: I set goals for myself](#)

[Teamwork Step 2: I work well with others by being on time and reliable](#)