

SKILLS FOR SUCCESS!
WORK READY YOUTH PROGRAM



ADAPTABILITY

ADAPTABILITY
WORKBOOK!

SkillsCompétences
Canada

Acknowledgement

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ADAPTABILITY



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WELCOME

TO THE SKILLS FOR SUCCESS WORK READY YOUTH PROGRAM!

In this workbook you will
learn about an important skill called...



HOW DO I USE THIS WORKBOOK?

1

Start by reviewing the information and fun facts about Adaptability and Skills for Success.

2

Practice your skills in the Workout section.

3

Build your skills in the Booster section.

4

In the Answer Key section, check your work from the Workout section

5

Try the Assessment Questions at the end, to get an idea of how strong your skills are.

INTRODUCING SKILLS FOR SUCCESS



The Government of Canada has identified nine key skills that lead to positive outcomes in work and daily life. They are called Skills for Success.




I'm here with Skills for Success expert Conrad. Conrad, what are Skills for Success and why are they important?



Skills for Success are skills needed to participate and thrive in work, learning and life.

They are skills that help us to be efficient and adaptable. They help us carry out activities and job tasks involving ideas, people and things.

SKILLS FOR SUCCESS ARE...
all the skills people need for work, learning and life. They form the foundation for learning other skills.



THE 9 SKILLS FOR SUCCESS



Skills for Success are a major component of Skills/Compétences Canada. Let's take a closer look...

THE 9 SKILLS FOR SUCCESS

Communication	Creativity and innovation	Problem Solving	Reading	
Digital	Collaboration	Adaptability	Writing	Numeracy

BUILDING SKILLS FOR SUCCESS

Think of a time you tried something new. It can be a sport, learning to code, learning to play an instrument. Maybe you were great at it right away, but most of us aren't. We practice so we get better.

In the same way, you need to practice to build your Skills for Success. To do this, you need to practice tasks, questions and problems related to the Skills for Success, starting with those at Entry level and working up to Intermediate and Advanced levels.


Skills for Success Levels

Entry	Intermediate	Advanced
Practice needed	Ready to keep learning	Good to go!

Skills like muscles get stronger the more we use them and strengthening your Skills for Success will help you succeed in today's evolving work environment and in daily life.

What do the Levels Mean?

- Tasks, questions, and problems at Entry level are less difficult than those at the Intermediate and Advanced levels.
- People with skills at Entry level need to practice, to make their skills stronger. When you have skills at, or above, Intermediate level, you have skills that are strong enough to allow you to learn academic, technical, or job-specific skills.
- Employers like to hire workers who are efficient, capable, learners because they know they are more likely to accurately solve problems, complete their work, learn new processes, and adapt to changes on the job.
- The skills are just as important in daily life. We all need to read information, fill out documents, make decisions about how much we can spend on things we want to buy, work, and communicate effectively with friends, family, teachers, and employers, and use computers and other digital technologies.



SKILLS FOR SUCCESS ARE...
Used to navigate our daily lives and the world of work. They allow us to keep learning, so we don't get left behind.

GIVE IT A TRY – MATCHING TASKS & SKILLS

SKILLS FOR SUCCESS

Adaptability	ADA	Numeracy	NUM
Collaboration	COL	Problem Solving	PS
Communication	COM	Reading	RE
Creativity & Innovation	CI	Writing	WR
Digital	DIG		

EXERCISE

Look at the list below. What skills do you think you would need, to complete each task? Write the abbreviation for any of the skills you think would be used to complete the task. One is started for you as an example.

Tasks	Skill(s) used
Find information online to complete the set-up of a new iPhone.	
Apply online for a learners' license.	
Book concert tickets online.	
Help plan a fundraiser for your sports team.	
Make a plan to pay for the boots you want when they are more expensive than expected.	
Find an alternate way to travel when you can't use the car to go skiing.	
Text your coach to say you will be late for practice, and why, and how you will catch up on what you miss.	
Arrive at work early to learn the new customer payment system from your boss.	<i>NUM,</i>
Use an online transit schedule to get to your new job on time.	

See page 24 for the answers

HINT: They all require more than one skill.

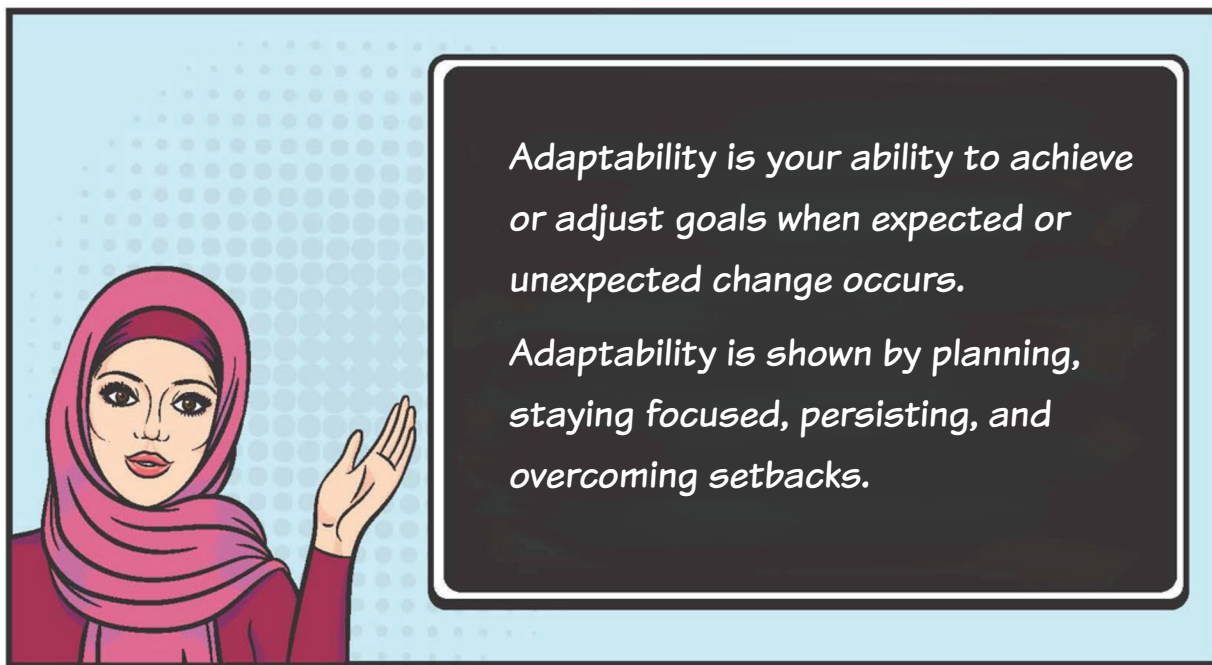
GIVE IT A TRY – THINK ABOUT “ADAPTABILITY”

Think about how you use your **ADAPTABILITY** skills every day—whether at a job or in your daily life.

Complete the following table with an example of each of the work contexts given. Be as specific as you can. We’ve filled in examples from a landscaper’s workday to help you get started. Then think about ways you try to be adaptable on the job, at school, or in daily life.

Work context	Landscaper	You
Demonstrate Responsibility	<i>Complete assigned tasks to meet design, quality, and time constraints</i>	
Persist and Persevere	<i>Overcome physical challenges and bad weather</i>	
Regulate your emotions	<i>Deal with frustration and upset customers calmly</i>	
Set or adjust goals and expectations	<i>Adapt to changing weather, and late or missing materials or workers</i>	
Plan and prioritize	<i>Schedule work tasks with team members to ensure completion and quality</i>	
Seek Self-Improvement	<i>Stay up to date on landscaping fashions, materials, and tools</i>	

GETTING STARTED WITH ADAPTABILITY



Adaptability is your ability to achieve or adjust goals when expected or unexpected change occurs.

Adaptability is shown by planning, staying focused, persisting, and overcoming setbacks.

The need to be adaptable applies whether you are working alone or collaborating with others, as a team member, a leader, or a supervisor. The level of adaptability needed depends on the complexity of the change, the level of supervision provided to you, the stress involved, and the amount of learning you must do to adapt.

To be adaptable you need to...

- ✓ Demonstrate Responsibility – focus on tasks, manage time, be dependable.
- ✓ Persist and Persevere – anticipate change, persist against adversity, know when to change your approach
- ✓ Regulate your emotions when necessary – be positive and optimistic, stay calm under setbacks, encourage others to stay calm.
- ✓ Set or adjust goals and expectations – consider your skills, resources, supports, and standards to be met.
- ✓ Plan and prioritize – consider tasks, milestones, priorities, and strategies to achieve your goals
- ✓ Seek Self-Improvement – reflect on your skills and resources, learn from mistakes, and seek ways to improve

ADAPTABILITY MAKES A DIFFERENCE

Adaptability is a critical work skill!



Think you don't need the skill of Adaptability? Think again!

Employers say adaptability is a key to success. They want employees who understand when and how to adapt to changing circumstances to get the job done effectively and efficiently!

If you do any of these... **YOU** are demonstrating adaptability!



Making suggestions



Dressing for safety



Choosing options



Responding to emergencies

ADAPTABILITY MAKES A DIFFERENCE

AT WORK

The workplace changes rapidly. You might need to adapt to the weather, the absence of co-workers, or new technology even on a daily basis! Employers value employees who can roll with both expected and unexpected changes, be positive and help others adapt too.



AT HOME

Our non-working life requires us to be adaptable too. Schedules change, things don't go as planned. Strong adaptability skills allow us to help ourselves and others when challenges appear. Leaders are often those who can adapt quickly and then help others.

MEASURING ADAPTABILITY

Adaptability is measured in three levels – **entry**, **intermediate**, and **advanced**.

Your level depends on how easily you can adapt to simple vs complex changes, with or without supervision, being given or finding your own resources, and the level of stress involved.

Success in the workplace also involves staying positive, persisting, and managing emotions in the face of change.

COOL JOBS THAT RELY ON ADAPTABILITY!



ADAPTABILITY MAKES A DIFFERENCE



TRUE

OR

FALSE

1. Being **dependable** means doing good work even if unsupervised.
2. Being **persistent** is good but can be taken too far.
3. Being **able to recover** if you get upset is as important as trying to remain calm in the first place.
4. Figuring out **what to learn** by yourself requires a higher level of adaptability.
5. Considering **your resources** is a part of planning.
6. Reviewing **trade magazines** is a good way to stay current.

Answers: All of the above are true

THINK ADAPTABILITY ISN'T A BIG DEAL? THINK AGAIN!

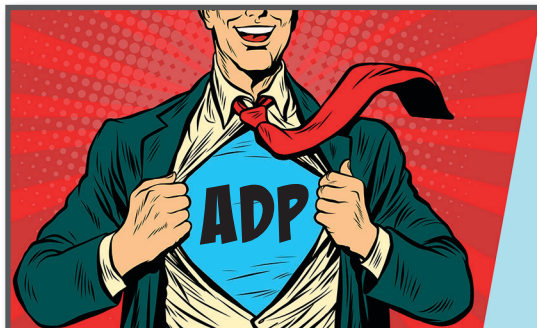


Adaptability is critical for most jobs! Technology is constantly evolving, plans change, priorities shift, and you need to handle it!

Heavy equipment operators need to be ready to adapt to changes driven by weather, design changes and the unexpected. A bulldozer driver in Colorado uncovered an amazing hoard of ice age fossils because they were attentive and adaptable!

Ref: finefossils.com/products/Bulldozer%20Driver%20Discovery.htm

ADAPTABILITY IN ACTION!



Check out these examples of real workplace tasks that depend on adaptability, from careers you can read about at

[SKILLSCOMPETENCESCANADA.COM](https://www.skillscompetencescanada.com)

1. Computer technicians face new technology which means **new training and skills** every year.
2. Hair Stylists can have customers that change their minds or demand styles that are unfamiliar. **Adapting to these demands** on the fly can be a challenge.
3. Gasfitters working on a simple residential job may find **poor prior work or access issues** impact on both time and cost, but they have to handle it professionally with the client.
4. Auto mechanics can start a simple repair and discover **much more complex problems** as they proceed. **New information** can change their repair diagnosis and force them to adjust.
5. Line cooks need to **adapt recipes for special customer requests** that can involve life threatening allergies.
6. Building site Superintendents must adapt to **changing schedules, resources and designs** while watching budgets, safety, etc.
7. Machinists must **focus carefully** on their task, minimize distractions and meet **challenging productivity targets**.
8. Estheticians need to **stay positive and calm** when customers get upset. **Controlling their emotional response** when a client is angry is essential.
9. Safety Inspectors must **stay up to date** with changing health and safety regulations and monitor workspace risks that can **change rapidly** due to weather and co-worker behaviour.
10. Wedding photographers must **get the job done** even when locations don't work out, or clients don't like their ideas.

ADAPTABILITY IN THE NEWS

Check out how the mining industry in Ontario is adapting to workforce challenges.

Mining schools in Timmins, Sudbury, say industry facing workforce shortage

Industry reports show around 40 per cent of mine workers are set to retire by 2030, which Northern College's training division head Christine Heavens said will heavily affect northern Ontario's workforce.

"For our region alone, the mining sector workforce identified that they would require 2,819 trained workers over the next 10 years," Heavens said.

The reports show the areas with the highest percentage of the workforce are in production, trades and sciences, which will be in high demand in the next decade.

Jennifer Abols, the executive director of Laurentian University's Goodman School of Mining, said schools communicate with employers about industry trends to keep up with the needs of modern mining operations.

"What we're seeing is that local employers are looking

for graduates to fill positions in engineering, geology, trades, sustainability, logistics, surveying and finance," said Abols, who's also president of Laurentian's mining research arm, MIRARCO.

It will be difficult during the COVID-19 pandemic, Abols said. The majority of training is being done online, with arrangements being made for safe in-person learning when needed.

In a way, Abols said, it mirrors a current industry trend of automated machinery, allowing workers to control mining equipment remotely from home. She said it addresses a mental-health stressor in many mining professions where workers must leave their communities for weeks at a time.

"If you're flying people out to remote communities, away from their families, to work in a mine, they will be better off if you can keep them in their



community doing their jobs and getting paid to do their jobs," said Abols.

The pandemic is also highlighting a need for resiliency and adaptability in the workforce, Heavens said, which is further emphasized by a shift to virtual learning.

And with many mining operations looking to innovate by shifting from diesel-powered to electric-powered equipment, she said this is the time to encourage that mindset within mining schools.

"Embedding those types of opportunities and speaking to that directly within our training programs helps ensure our graduates are ready to deal with the times," Heavens said.

Ref: northernontario.ctvnews.ca/mining-schools-in-timmins-sudbury-say-industry-facing-workforce-shortage-1.5091612

ADAPTABILITY BITS AND BITES

Adaptability in the Real World... Check this out!

Apollo 13's 1970 mission was to become the third crew to land on the moon but 56 hours into the flight and 200,000 km from Earth, No. 2 oxygen tank blew up, causing No. 1 tank to also fail.

The crew had to move to the Lunar Module where they had 45 hours of oxygen that would have to last 90. Damage to fuel cells also meant electrical power was critically limited.

As CO₂ levels rose in the ship, mission control had to devise new protocols for water rationing, navigating the module back to earth and clearing the CO₂ from the limited oxygen available. By devising workarounds with materials like plastic bags, cardboard and tape, the crew were able to survive.

The most remarkable achievement of mission control was quickly adapting procedures for powering up the command module. Flight controllers wrote the documents for this innovation in three days, instead of the usual three months.

The adaptability of the whole team allowed the crew to survive and splash down safely in the Pacific Ocean 77 hours after the explosion.

Skills tradespeople of all types need to be able to find new solutions to problems while under extreme stress—lives can depend upon it!

Ref: www.nasa.gov/mission_pages/apollo/missions/apollo13.html

APOLLO 13 INSIGNIA



credit: NASA



ADAPTABILITY BITS AND BITES

WHAT ARE EMPLOYER EXPECTATIONS?

Employers see adaptability as one of the most important skills an employee can have, but what are they looking for? How do they judge adaptability?

Golly Gee!



WHAT ARE THE EXPECTATIONS FOR ADAPTABILITY?

Employment and Skills Development Canada lists the following:

- Focus your attention on the current task.
- Minimize distractions and manage your time.
- Fulfill assigned tasks.
- Anticipate changes.
- Keep trying when something does not go according to plans.
- Know when to modify your plans or actions.
- Be positive and optimistic.
- Stay calm.
- Recover when you are not able to stay calm.
- Encourage others to stay calm.
- Set reasonable goals and expectations.
- Define ways to achieve goals.
- Prioritize tasks.
- Reflect on your own skill sets and resources.
- Find opportunities for improving yourself.
- Learn from setbacks and mistakes.

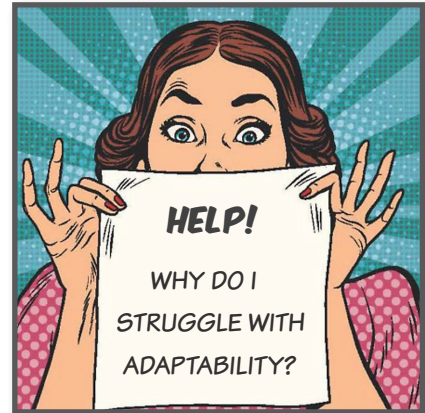


Ref: www.canada.ca/en/services/jobs/training/initiatives/skills-success/learning-steps.html#adaptability

ADAPTABILITY BITS AND BITES

Struggles with adaptable can arise for several reasons, such as:

1. A change you disagree with is imposed on you.
2. You are afraid about what the change means for you.
3. You see obstacles that will make changing more difficult.
4. There is a risk of failure that concerns you.
5. You like the old way, so lack motivation to adapt.
6. You lack skills so are unable to adapt.



Staying positive, working as a team, and seeking opportunities to develop your skills will help overcoming these challenges.



ADAPTABILITY BITS AND BITES

WE ALL NEED TO ADAPT IN LIFE.

Check out what these famous people have said about adaptability:

“When you are in doubt, be still, and wait; when doubt no longer exists for you, then go forward with courage.
– Chief White Eagle, Ponca”

“It is not the strongest or the most intelligent who will survive but those who can best manage change...
– Charles Darwin (scientist)”

“I can't change the direction of the wind, but I can adjust my sails to always reach my destination...
– Jimmy Dean (singer, actor)”

“Change is the only constant in life. One's ability to adapt to those changes will determine your success in life... – Benjamin Franklin (inventor, politician)”

“The art of life lies in a constant readjustment to our surroundings.
– Kakuzo Okakuran (scholar)”

“You can't just keep doing what works one time. Everything around you is changing. To succeed, stay out in front of change... – Sam Walton (founder of Walmart)”

ADAPTABILITY BITS AND BITES

YOU AND YOUR PROFILE

Being adaptable can mean having quite different on-line and off-line profiles. While social media can be great, employers do not want to see your weekend party selfies. But they can if you are not careful.

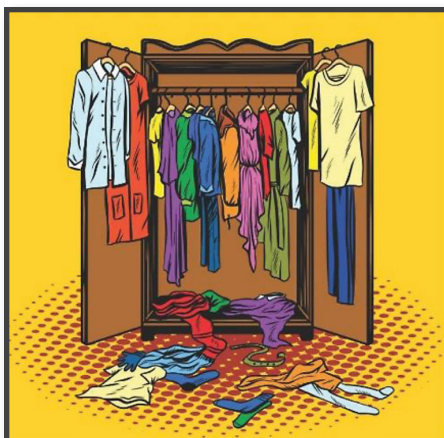
Take control of your on-line profiles and ensure what you post can't leak out all over your work-life!

Find out how to locate content that relates to you, remove less-than-ideal material, and create a web profile that can enhance your professional and personal image at:

www.realsimple.com/work-life/technology/safety-family/take-control-of-your-online-identity



CLOTHING AND ADAPTABILITY...IS THERE A CONNECTION?

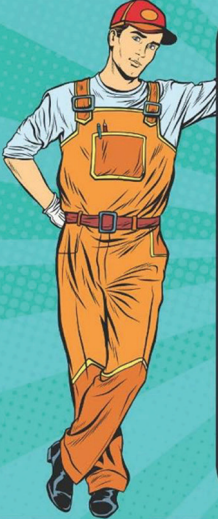


Sometimes adaptability involves knowing what to wear for different situations.

Safety gear is needed for some workplaces. Formal attire for some gatherings, and business attire might mean something very different in different companies.

Your clothes send a message to others that you should be aware of. Do you want to look professional, inspire confidence, or be the rebel? Your choices have impact!

ADAPTABILITY BITS AND BITES



CHANGE IN THE WORKPLACE CAN BE CHALLENGING

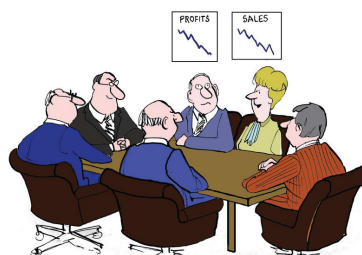
Consultant Ban Weston says “Many of us look forward to changes at work and we often have conversations with our colleagues about how things should be different, yet when things do change we are often terrified and feel uncomfortable. Change is inevitable and necessary these days in order for businesses and organisations to survive and thrive... we must learn to overcome fear and embrace the changes ahead.”

www.linkedin.com/pulse/10-tips-dealing-change-positively-your-workplace-ban-weston/

BAN'S TIPS TO DO THIS INCLUDE THINGS LIKE:

- Acknowledge the change. Write down your fears and what you would do if that fear came to pass.
- Face your feelings about fear and change, especially beyond your control. Stop negative thoughts: turn them into positives. Ask yourself how you handled change well in the past? What actions did I take that really worked for me? How did I communicate and handle stress? Was I patient? rational? etc.
- Be open and flexible to new challenges and tasks. If you are flexible, people will want to work with you.
- Adopt an attitude of anticipation and excitement. Get involved. As an influencer and driver of change, you will feel empowered and less fearful.
- Communication is especially important when you face change. Talk to your boss and your co-workers to get their understanding.
- To be resilient you need to be calm and in control so that you can make good, clear, and rational decisions. Focus on your exercise and nutrition, breathe deeply and smile.
- Acknowledge your successes and the skills and attributes that you offer the organization. Periods of change are perhaps the time to make yourself more valuable.
- Despite change, you need to focus on achieving your designated goals and tasks.

For full details on each tip, see her article!



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ADAPTABILITY BITS AND BITES



Cultural adaptability is the ability to recognize, respond to, and work effectively with people from different cultures who may have different life values, perspectives, and basic assumptions about work etc.

A person's culture includes the set of norms and expectations that govern behaviours. Being culturally adaptable means that you can recognize cultural similarities and differences with others, and work with them to create a safe, harmonious workplace.

Cultural adaptability does not require that you have lived in different cultures, that you speak different languages, or that you are bi-cultural. Likewise, being bi-cultural etc. does not automatically mean you are culturally adaptable.

To be truly culturally adaptable when working with others from other cultures, you should try to:

- Be aware of and sensitive to the challenges others face as they try to adapt to a culture that is new to them.
- Take time to talk about and understand each other's communication styles, relationship norms, values, and cultural beliefs.
- Look at what is different and what is the same about you and your cultures.
- Try and adjust how you both interact and influence one another to build an effective, respectful work relationship.

ANSWERS – MATCHING TASKS & SKILLS EXERCISE

Use the table below to check your work from **page 8**.

Suggested responses are shown, however you may have thought of more/ other skills for getting the job done.

Tasks	Skills used
Find information online to complete the set-up of a new iPhone.	<i>PS, RE, DIG</i>
Apply online for a learners' license.	<i>DIG, RE, PS</i>
Book concert tickets online.	<i>DIG, RE, NUM</i>
Help plan a fundraiser for your sports team.	<i>ADA, COL, COM, CI, NUM</i>
Make a plan to pay for the boots you want when they are more expensive than expected.	<i>CI, ADA, PS, NUM</i>
Find an alternate way to travel when you can't use the car to go skiing.	<i>ADA, PS</i>
Text your coach to say you will be late for practice, and why, and how you will catch up on what you miss.	<i>COM, PS</i>
Arrive at work early to learn the new customer payment system from your boss.	<i>NUM, ADA, COL</i>
Use an online transit schedule to get to your new job on time.	<i>DIG, RE, PS</i>

SKILLS FOR SUCCESS

Adaptability	ADA	Numeracy	NUM
Collaboration	COL	Problem Solving	PS
Communication	COM	Reading	RE
Creativity & Innovation	CI	Writing	WR
Digital	DIG		



PUT YOUR SKILLS TO WORK!

**GIVE YOUR SKILLS A WORKOUT
IN THIS SECTION OF THE WORKBOOK.**

**SKILLS, LIKE MUSCLES, GET STRONGER
THE MORE WE USE THEM. BUILD YOUR
SKILLS FOR SUCCESS BY WORKING
INDEPENDENTLY TO COMPLETE ALL OF
THE WORKOUTS. YOU CAN CHECK YOUR
ANSWERS IN THE ANSWER KEY.**

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Track your progress by putting a checkmark (✓) beside each topic you complete.

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TASK 1 ADAPTABILITY AT WORK



*What does an employer value about adaptability?
How do they know if you are adaptable or not?*

In this SFS Workout you will explore what an employer looks for to assess an employee's adaptability. In the space below, list some behaviours that tell an employer an employee can adapt to new situations, and then some that tell them they don't. Try to include things the employee might do and things they might say.

<i>An Adaptable Employee</i>	<i>An Unadaptable Employee</i>

TASK 1 SELF-ASSESSMENT



Now, take this simple self-assessment to understand how adaptable you are.

Give yourself a score from 0 - 10 $\left\langle \begin{array}{l} 10 \text{ means the statement applies to you all the time} \\ 0 \text{ means it never applies to you.} \end{array} \right.$

Statement	My Score
I try to foresee the need for me to change	
I adjust how I behave based on the changing people around me	
I listen and adapt my views based on the conversation around me	
I resist change until the need for it is clear	
I think people should always have to adapt to me	
I prepare for possible changes before they occur	
I dress the way I want to for all occasions	
I welcome changes that need rapid reaction	
I alter how I talk to people based on previous experience with them	
I will take training when I have to, not before	
I am a change leader	
I will adjust my appearance for more formal occasions	
I hold my views very strongly and resist change	
I like to train and learn so I can react to new challenges	
I do my own thing regardless of who I am with	
Change makes me angry or stressed	
I am aware of and alter my tone as necessary in a conversation	
Adapting to others is a sign of weakness	
I am open to new ideas and ways of doing my job	
I prefer to let other people deal with change	
TOTAL	

TASK 1 SELF-ASSESSMENT



To score yourself...

First, take each score in the **LIGHT BLUE boxes** and subtract them from 10.

Cross out your old score and write in your new score in the space. For example, in the last light blue box, if you scored 8, your adjusted score is $10 - 8 = 2$.

If you scored 0, your adjusted score is $10 - 0 = 10$.

Add the scores and place your total in the bottom row.

The higher your score, the more adaptable you think you are.

The maximum possible score is 200.

If you think your score is low, look at the places where your scores suggest a problem (adjusted scores 5 and under). Do you see a theme? **Write a short reflection in the box below** about what your score tells you about your adaptability and where you could improve.

Reflection

TASK 2 INABILITY TO ADAPT?



In this SFS Workout you will explore the causes of an inability to adapt.

The causes can be external or emotional ones. External causes such as finances, lack of daycare, transportation, or lack of skills etc. can often be addressed by problem solving and finding external supports.

Emotional causes require a more complex response. Some emotional causes include:

Cause	Example
<p>IMPOSITION You may not agree that the change is needed or a good idea.</p>	<p>Bob has worked at Transport Widgets for 25 years. A new management team is automating many processes to increase productivity. They have not consulted with the workers and Bob believes that some of the new processes will reduce the quality that customers have long seen as the strength of the company.</p>
<p>FEAR/ANXIETY Often resistance to change stems from fear that the change will have unforeseen negative consequences on you or your ability to do your job, particularly if the changes are not well explained or the employer is not trusted.</p>	<p>Betty works in finance at her company where she coordinates project contracts under \$150k. Management recently sent her on training, and now wants to promote her to take on significantly larger contracts. However, she is afraid of the extra responsibility and what might happen if she makes a mistake.</p>
<p>OBSTACLES The change may mean that you have to overcome obstacles in your work environment that will make the change difficult to achieve. Doing so may entail more or harder work.</p>	<p>Jacques has been training people for 2 years and has been asked to take on duties at another site 200 km away. He is concerned that the extra travel will have a big impact on his home life.</p>
<p>RISK OF FAILURE You may fear that your performance will be less because of the change.</p>	<p>Mary has consistently been rated as excellent in her role as an auto mechanic. Now new technology is being introduced and she is afraid that she will lose her high rating. She is becoming anxious as her rating is very important to her.</p>
<p>MOTIVATION Sometimes you may not feel that the need for change is enough to have it motivate you.</p>	<p>Juan works as a pharmacist in a large retail chain. The manager has told them that new performance targets have been set that will require them to see more customers per hour, and to follow strict protocols that Juan feels will limit his ability to dispense in a professional manner which is very important to him.</p>
<p>INABILITY You may not have enough information, or the skills, to make the change happen.</p>	<p>Lin works in a kitchen doing vegetable preparation. Her boss needs her to fill in on the plating line tonight but she does not think she can do it. She feels clumsy and slow in high pressure situations.</p>

TASK 2 INABILITY TO ADAPT?



Think about how you react to change.

Do any of the causes listed on the previous page apply to you? In the space below, pick two causes and describe situations that have applied to you and, if you can, describe how you reacted and why you reacted the way you did. Try to focus on your response to the change, not the mistakes others made.

Cause	Event
#1	
#2	

TASK 3 LEARNING TO HANDLE CHANGE



How can you handle change better?

Now let's try some adaptability situations. In this SFS Workout, think about the situations in the column on the left (below) and write some ideas for what you might do and what you definitely should not do to deal with them:

Actions	I Should	I Should NOT
You are asked to step in and give a presentation for a sick co-worker. You know the presentation but are very stressed at having to speak to an unfamiliar group. You have 2 hours to prepare.		
You have been given a new procedure sheet for part of your job, but you do not understand an important step in the new process.		
Your workplace has just voted on becoming unionized. The majority voted in favour but you did not. Everyone seems excited about the change but you.		
The company where you work has undergone a major realignment and you are feeling stressed and unsure of how to proceed. The company is offering workshops and counselling for those who need it.		
You are the leader for a group of five web designers. The whole project you've been working on for three weeks has just been redefined and the team is nervous. You want the first day on the new design to be a success.		
You have been called in to hear an explanation of the new booking procedure for the hotel. The new procedure is computerized and there is a lot to remember.		

TASK 4 POSITIVELY ADAPTING



Adapting to change – Let me count the ways

We need to adapt constantly, whether at a job or in our daily lives. In this SFS Workout, you will think first about things you do and how you adapt as part of an activity. Then you will review information and answer questions regarding the different ways workers in three occupations have to adapt, and finally you will do some research into how workers, in an occupation you choose from a list, adapt.

1. Adaptability in ACTION!

Below are descriptions of how individuals adapt in three different activities.

Review the descriptions and **choose one** that you do—perhaps at school, as a hobby, or as a volunteer job. If you do not participate in any of the activities described, **choose one that is similar** to something you do, to use as a guide.



Soccer player

A soccer player has to work with teammates, often outdoors, to defeat their opponents who are using their own strategies to try and win the game. As the game progresses, the player might injure themselves or start to lose energy.



Search & Rescuer

Members of a volunteer search and rescue team must train for all types of situations and be able to go out on-call at a moment's notice. In the field, they may work in rapidly changing weather and terrain.



Photographer

An amateur photographer takes photographs in different light conditions and weather, or subjects that might be unpredictable or unplanned.

In the space below, describe why and how you need to adapt during your chosen activity. Also, describe any way(s) in which you can help others adapt more easily.

TASK 4 POSITIVELY ADAPTING



2. The following examples illustrate how three different occupations demand different levels of adaptability. Read the examples and then answer the questions for each.

Example 1	Example 2	Example 3
<p>Machinists work independently to interpret, plan and produce or repair parts. They work with other machinists to carry out new or complex tasks or solve problems. They might work with engineers to ensure parts can be made and that design drawings etc. are complete. When repairing items, they need to account for new information discovered as repairs are made.</p>	<p>Trappers and hunters work in challenging outdoor conditions which can change rapidly. They may work in teams or alone, and may use animals for transport, tracking or retrieval. In remote sites, they need to be able to make repairs to equipment and, if necessary, survive.</p>	<p>Estheticians and make-up artists provide services to clients in businesses, at homes, on TV sets etc. They need to stay up-to-date with new fashions and products. They need to respond positively to customers who can change their minds frequently or want services that are not possible in the circumstances.</p>

Questions		
<p>You and another machinist are making a complex part. While working you discover that an important detail cannot be completed with the machine you are using. You can see how it could be done, but the design would need a minor change that will impact on other parts.</p>	<p>While checking a trap-line you see that one of your dogs has injured a paw. You also notice that a weather front is approaching, and snow is expected.</p>	<p>You are on set working on your last extra's zombie make-up for a major TV production. You discover that you do not have enough of one product you need to make the extra look exactly like they did on the last shoot.</p>
<p>Should you:</p> <ol style="list-style-type: none"> Go ahead and make the part with the change you have in mind. Stop and ask to discuss the matter with the engineer in charge of the design. Stop and ask the other machinist if they agree of if they can see a solution to the problem. 	<p>Should you:</p> <ol style="list-style-type: none"> Turn back and get to safety where the dog can be treated. Press on to finish the trap-line. Check the dog and your gear to ensure you have what you need for the changing weather conditions before deciding whether to continue. 	<p>Should you:</p> <ol style="list-style-type: none"> See if another artist has any of the material you need. Just finish the job as best you can, its only an extra! Tell your supervisor that you can't finish the task and let it be reassigned to another artist.

TASK 4 POSITIVELY ADAPTING



3. Select **ONE** of the occupations from the list below and research how workers in that job need to be adaptable.

Provide at least one example of:

- planning and prioritization
- self improvement
- emotional control
- perseverance
- responsibility
- setting goals



Pipe Fitter • Baker • Mining Mechanic



BUILD YOUR SKILLS FOR SUCCESS!

IN THIS SECTION OF THE WORKBOOK YOU CAN GIVE YOUR SKILLS A BOOST BY REVIEWING SOME SKILLS FOR SUCCESS BASICS.

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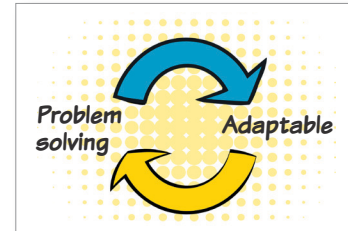
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ADAPTABILITY PLAYS A ROLE IN ALL SKILLS FOR SUCCESS.

Your ability to adapt to changing situations, tasks, and demands also enhances your ability to apply other skills and visa versa.

For example, when you're stuck on a problem, switching to another method, maybe involving numeracy skills, can help. Likewise, strong problem-solving skills can help you consider different options and make good choices, part of being adaptable.



For each of the Skills for Success listed below, come up with an everyday example of how being adaptable can enhance that skill. Then think of how each skill also contributes to making you more adaptable:

Skill	My ability to adapt improves this skill because...	This skill makes me more adaptable because...
Reading		
Writing		
Digital Skills		
Communication		
Collaboration		
Creativity & Innovation		
Numeracy		



ADAPTABILITY AND MASKING

Masking, or covering, occurs when someone disguises who they are by putting on other behaviours to fit in better. They might, for example, choose to dress differently, or change the way they speak. Sometimes people do this because they want to feel included in a group, but shouldn't the group also try and make people feel included the way they are? Is it okay if people choose to mask? Should they feel they have to?



We all want to be ourselves, but sometimes the reality of the workplace is that certain ways to dress, and speak, etc. are required. Some businesses have uniforms and rules about what is polite communication with peers and customers. They have their own culture.

There needs to be a balance between how we would like to express ourselves, and the expectations employers place upon us. Finding that balance is not always easy and sometimes the balance changes over time. Being adaptable involves finding ways to meet reasonable expectations while still feeling comfortable within yourself.

Suppose you joined a new company, which had the following expectations.

Think about how you might respond to each:

1. Safety rules dictate that you can't wear a piece of jewelry that is important to you.
2. To attract customers, you are asked to dress in a way that makes you uncomfortable.
3. You are asked to take English lessons to help clients understand your accent better.
4. You are expected to work on your religious holidays but are told you will get other religious holidays off.

You have to decide when you will adapt and when you won't, but remember, if an employer is asking you to behave in ways you think are wrong, you do have protection.

To explore your workplace rights, go to www.canada.ca/en/canadian-heritage/services/rights-workplace.html



ANSWERS FROM THE SKILLS FOR SUCCESS WORKOUT!

**IN THIS SECTION OF THE
WORKBOOK, YOU CAN CHECK
YOUR ANSWERS FOR THE SKILLS
FOR SUCCESS WORKOUTS YOU
COMPLETED.**

ANSWER KEY



Use the table of contents to navigate through this workbook.
Track your progress by putting a checkmark (✓) beside each topic you complete.

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There is no answer key for Task 2, as it is a self-reflection.



TASK 1 ADAPTABILITY AT WORK

An Adaptable Employee	An Unadaptable Employee
<ul style="list-style-type: none"> - shows self discipline - takes responsibility - persists to get a job done - perseveres despite challenges - knows when to change plans - regulates emotions when needed - plans and sets priorities - seeks self improvement - takes responsibility for learning needed to change - seeks to understand and support change - able to shift easily between casual and formal behaviour - able to undertake new tasks with appropriate preparation 	<ul style="list-style-type: none"> - does not recognize or adjust behaviour to suit the situation - refuses to or requires excessive assistance to react to change - resists learning new things - does not recognize changes in formality - shirks responsibility - works less if not supervised - refuses to change plans or priorities despite evidence - gets angry or overly stressed by change - works to undermine change



TASK 3 LEARNING TO HANDLE CHANGE

<i>I Should</i>		<i>I Should NOT</i>
<i>Try to handle my stress</i>	<ul style="list-style-type: none"> - Breathe, try to relax - Do not feel you have to respond immediately. Ask for time to think. - Follow your stress routine over the long term – diet, sleep, exercise etc. - Think of times you have done this before with success - Stay focused on your goals...how can the change work for you vs against you. 	<ul style="list-style-type: none"> - Refuse to step in - Panic - Waste time stressing... get into it!
<i>Understand the problem</i>	<ul style="list-style-type: none"> - Ask questions - Listen carefully - Read any material provided 	<ul style="list-style-type: none"> - Start anyway— ignore the problem.
<i>Try to understand how others feel about it</i>	<ul style="list-style-type: none"> - Pay attention to body language and tone of others - Practice active listening - Look for the positives - Try to be part of the process 	<ul style="list-style-type: none"> - Be angry and aggressive - Stay stuck in the past
<i>Get supports</i>	<ul style="list-style-type: none"> - Seek help to prepare if needed - Talk about concerns in a constructive manner - Use your support team 	<ul style="list-style-type: none"> - Hide your discomfort - Refuse help
<i>Feel/show confidence about it</i>	<ul style="list-style-type: none"> - Be self-aware, stay in control - Keep your body language and tone positive - Take time to think - Be positive and recognize something of value in the change - Look at issues realistically – do not exaggerate - List the skills you have that will help you 	<ul style="list-style-type: none"> - Get upset and angry and the cause of the change - Show disappointment - Give up!
<i>Remember what you are asked to do</i>	<ul style="list-style-type: none"> - Listen carefully - Take notes and review them - Ask questions - Think about how the change impacts on other areas of work. Plan ahead 	<ul style="list-style-type: none"> - Allow frustration to distract you - Show your frustration

TASK 4 QUESTION 1



A soccer player has to work with their teammates, often outdoors, to defeat their opponents who are using their own strategies to try and win the game. As the game progresses, the player might injure themselves or start to lose energy.



Members of a volunteer search and rescue team must train for all types of situations and be able to go out on call at a moments notice. In the field, they may work in rapidly changing weather and terrain.



An amateur photographer takes photographs in different light conditions and weather, or subjects that might be unpredictable or unplanned.

POSITIVELY ADAPTING

1. Adapt to weather and pitch conditions by adjusting the types of passes they attempt, shots they take etc.
2. Adjust defensively as the other team changes their attack strategy.
3. Adjust attack strategy to confuse the opponent.
4. Adjust your own style of play and aggressiveness to account for fatigue or injury

1. Daily schedules need to change rapidly if called out. Workplaces need to be informed and personal plans adjusted.
2. SAR members need to carry and use a variety of clothing so they can dress for the changing weather.
3. SAR members need to have the survival gear they need to survive if stuck in the woods or trying to help an injured party.
4. Search strategies need to adapt to the results of earlier searches, weather etc.

1. Photo shutter speed and focus need to be adjusted for the conditions and subject.
2. Film type or exposure setting need adjustments due to light conditions etc.
3. The photographer might need to change planned locations to take advantage of opportunities or conditions.
4. Schedules might need to shift to allow the photographer to take advantage of unplanned opportunities. The photographer needs to bring extra gear so they can adapt easily.



TASK 4 QUESTION 2

POSITIVELY ADAPTING

Scenario	Answer	
<p>Machinist</p> <p>You and another machinist are making a complex part. While working you discover that an important detail cannot be completed with the machine you are using. You can see how it could be done, but the design would need a minor change that will impact on other parts.</p>	C	<p>You definitely should check with the other machinist in case they see a way for you to make the part as designed. If they agree there is a problem, you need talk to the engineer before changing the design.</p>
<p>Hunter and Trapper</p> <p>While checking a trap-line you see that one of your dogs has injured a paw. You also notice that a weather front is approaching, and snow is expected.</p>	C	<p>Deciding whether to go on depends many factors such as how prepared you are for the coming weather, how bad it will be, the dog's injury, etc. If you check the dog and your gear and think continuing is safe, then continue.</p> <p>Options A and B should not be chosen as they do not include determining the seriousness of the injury or your preparedness.</p>
<p>Esthetician</p> <p>You are on set working on your last extra's zombie make-up for a major TV production. You discover that you do not have enough of one product you need to make the extra look exactly like they did on the last shoot.</p>	A	<p>Your first step should be to see if a colleague can help you out. It is your last person after all. If you had more to do, you might have to report the problem to the supervisor.</p> <p>Finishing the job poorly might create problems during filming and is not advised.</p>



SKILLS FOR SUCCESS! **WORK READY YOUTH PROGRAM**

SKILLS FOR SUCCESS ASSESSMENT

ASSESSMENT



Use the table of contents to navigate through this workbook.
Track your progress by putting a checkmark (✓) beside each topic you complete.

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ASSESSMENT QUESTIONS



- 1** Jeanette works as a sous-chef. Her team are busy preparing their orders. The Head Chef suddenly tells her that a guest has ordered her speciality and she is to focus on that. She starts work, but her team keeps interrupting with problems.

Should she:

- A. Back up her team and try to catch up on the special dish afterwards.
- B. Tell her team she needs them to deal with the problems so she can focus on the special dish.
- C. Try to do both the special dish and help her team.

- 2** Randy is a mechanic at a local garage. Kiersten, his colleague likes to talk while working, but Randy finds this distracting and he has made several mistakes as a result.

Randy should:

- A. Tell Kiersten to stop talking.
- B. Wear ear buds with music that helps him concentrate.
- C. Explain to Kiersten that he can't chat and work well at the same time.

- 3** Priya and her team are renovating an older house. Half-way through ripping out a bathroom wall they discover significant black mold on the old gyprock.

If Priya has strong adaptability skills she would:

- A. Already have a contingency plan for this because she knows mold in older homes is likely.
- B. Just keep going and rip out the moldy structure.
- C. Stop work, leave the site, and try to figure out how to deal with the problem.

- 4** Sam has a small roofing company. He is repairing a leaking roof on a large residence when a thunderstorm alert is issued.

He should:

- A. Take immediate steps to ensure the house will not get damaged if the storm hits.
- B. Get his team off the roof immediately.
- C. Keep going as planned while watching for the storm.

ASSESSMENT QUESTIONS



- 5** Jack is pouring foundations for wind turbines. He has tried telling his supervisor that the concrete is not flowing correctly but has been told to get on with it. They are starting the next pour when he hears there is a problem, and they must stop.

Should Jack:

- A. Tell the team that he knew something was wrong, but no-one listened to him.
- B. Hide his frustration and say nothing.
- C. Stay calm and encourage others in the team.

- 6** Rosa works in a high-end cake company. She is putting the final touches on a wedding cake needed in two hours when a coworker bumps into her and damages the cake. She feels herself starting to panic.

Rosa needs to:

- A. Blame the coworker for the problem! It's too late to do anything.
- B. Use her stress reduction technique (for her, three deep breaths) and get the help she needs!
- C. Call the boss and ask for more time.

- 7** Lamont is an experienced machinist. He has been asked to make thirty parts by the end of the day, but after an hour he has made two.

He needs to:

- A. Speed up. Getting the job done is the most important thing.
- B. Talk to his supervisor about the problem to see if he can get help.
- C. Just keep going, he might get faster as he goes.

- 8** Adalia, a single Mom, has a full course load at community college and holds down a job in the evenings. Her marks are okay but dropping. She is not sure she will pass all her courses and is very worried.

She needs to:

- A. Drop a course and focus on those she thinks she can pass.
- B. Work harder.
- C. Get some guidance to help her look find supports and adjust her workload if necessary

ASSESSMENT QUESTIONS



- 9** Ghazal is the lead on a team wiring a building. She has assigned a group to each floor. Halfway, she is told they will not be able to access the main floor for two days.

An adaptable approach would be:

- A. To divide the main floor's workers evenly between the other floors.
- B. To ask the Supervisor for more time to complete the work.
- C. To assign the main floor's workers to the floor that is most behind so they can catch up.

- 10** Li Jing is organizing a large group of volunteers for a Moon Festival event.

She needs to:

- A. Talk to each person about what they want to do and try to satisfy all their preferences.
- B. Post sign-up sheets for tasks and use them to guide how she uses the volunteers.
- C. Assign clear tasks and timelines to everyone herself.

- 11** Akna is working in a diamond mine in Nunavut. She is ambitious and wants to move up in the company.

She should:

- A. Show her drive to advance by applying for every higher position that is posted.
- B. Apply for positions that match her skill sets without overreaching.
- C. Do excellent work and apply for positions that will challenge her.

- 12** Firash is halfway through his first year of a welding program but he isn't enjoying it. He is thinking of quitting. His friend wants him to join her in the plumbing program.

Firash should:

- A. Switch to plumbing—at least he will be with a friend.
- B. Quit. Life is too short to waste time on something you don't enjoy.
- C. Get someone to help him reflect on his skills, resources and interests so he can make a good decision.

ASSESSMENT QUESTIONS



13 Taro is a hair stylist. They want to do more complex styles and grow their client list.

Taro should:

- A. Ask the boss for further training.
- B. Keep up with the latest styles and techniques, trying new things on friends and willing clients.
- C. Wait to be shown how to do new things.

14 Winona has a detailed and ambitious career plan, but a number of her milestones have not been met.

She should:

- A. Work harder to catch up and stick to her plan.
- B. Adjust her plan to recognize the changes and set a reasonable timeline to reach her goal.
- C. Lower her expectations.

15 Mani did not make his local hockey team for the first time because he was often unable to get a ride to practice.

Mani needs to:

- A. Make a plan that will give him better transportation options next year.
- B. Forget about hockey and get on with other interests.
- C. Find more people he can ask for a ride!

16 Biyen is leader of a roofing team. It is getting late and he realizes that a team member has made a serious mistake that the team will need several hours to fix. Biyen has a commitment after work and does not want to be late. He gets angry.

Biyen should:

- A. Stay calm and figure out how to fix the problem as quickly as possible.
- B. Stay calm and decide whether the team can reasonably fix the problem today or should schedule the fix for tomorrow.
- C. Vent his frustration with the worker and send them home while the rest try to fix it.

ASSESSMENT QUESTIONS



- 17** Mayleen is getting her annual performance review. Her supervisor has been critical of her skills in a way she thinks is unfair and it has upset her.

The best way of responding would be:

- A. To acknowledge the feedback and explain why she thinks the criticism is unfounded.
- B. To refuse to sign the performance review until the feedback is changed.
- C. To show her supervisor how upset she is so they appreciate how she is feeling.

- 18** Camille has always wanted to be an underwater welder but has been told that an inner ear problem will prevent her from achieving this. She is devastated by this news.

Her best response would be to:

- A. Get a second opinion but be prepared to find another option for applying her skills constructively.
- B. Keep pushing for her dream, believing that she overcome her ear issue somehow.
- C. Move on. Her health is more important than a job.

- 19** Liam is working on a pipeline construction site on First Nation land. He is leveling ground when his bulldozer uncovers what looks like an old burial. He knows that such a find will likely delay the construction, and he needs the work.

Liam should:

- A. Stop and report the find.
- B. Pretend he did not see anything and get on with the job.
- C. Ask for advice from the rest of the crew.

- 20** Robin is part of a road construction safety crew that cannot use cellphones on the job. It's pretty quiet on the road, and Robin wants to call her mother who was asleep when she left home.

Robin should:

- A. Check to make sure no-one is around and make a quick call.
- B. Ask for permission to make the call.
- C. Wait until she has a break.

ANSWER KEY



#	Answer	#	Answer
1 B	The Head Chef's instructions are clear – she needs to focus on the dish. If she has trained her team well, they should respond to her encouragement and, if the Head Chef see problems arising in the kitchen, they will deal with it.	6 B	An adaptable person can control their emotional responses using a routine that calms them, then take steps to get the job done. Lashing out at others or looking for the easiest way out of a problem are not good strategies.
2 C	Randy's best action is to talk to Kiersten politely and explain the issue. If that does not work, he can raise it with his boss. Wearing earbuds will stop him hearing important messages and is likely a safety issue.	7 B	Lamont needs to let the supervisor know that he might not complete the task so they can adapt. Going too fast risks quality.
3 A	A key adaptability skill is anticipating changes and problems. Priya should have a plan to deal with mold if she is working on any structure. Ignoring the mold is dangerous for her team and unfair for her client. Stopping work to figure out a solution would be okay but shows a lack of anticipation.	8 C	In stressful situations it can be hard to see all your options, so get help. Avoid making sudden decisions before you know your options, and make sure you try to balance your health and work. Overdoing it can set you back further than pausing to figure out what to do.
4 A	Sam needs to adapt his plan and focus on ensuring a sudden storm won't damage the house. Once that is done, he can continue, making sure his team is ready to get off the roof quickly.	9 C	Adaptability involves planning and prioritizing tasks according to changing circumstances. Ghazal should still try to meet her deadline by reassigning her people. Adding them to a struggling group is a good strategy to overcome problems. Assigning them evenly may result in a floor being finished early but before they can access the main floor again. It could also disrupt a team that is working well.
5 C	Adaptability includes staying calm in the face of setbacks and encouraging others to stay calm. If there was a problem in the work done so far, his team can't do anything about it, nor are they at fault. What the team needs is encouragement not more stress.	10 B	The best answer may depend on how much time she has to organize things! Talking to people individually is time consuming, but just assigning tasks can create conflict. Giving people choice is generally the best approach.

ANSWER KEY



#	Answer	#	Answer
11 C	The best way to move up in the company is to be excellent at what you do and apply for positions that are a reasonable stretch of your abilities. Be sure you reflect on your skills and the challenges you think you can undertake.	16 B	Getting angry won't fix the problem and trying to rush the job will risk poor quality. Biyen needs to decide which option will ensure the work is completed well and at least cost.
12 C	It can be hard to make career choices alone especially when things seem to be changing so fast. Career guidance can help a lot especially before making decisions to give up on something.	17 A	Mayleen's first step should be to stay calm, acknowledge the comments and respond in a reasonable way to express her own views. If she does not get a reasonable response, then she can note her objection on the review and seek redress. Becoming emotional will not strengthen her case.
13 B	In many occupations you need to develop your skills without relying on employer training. It is up to you to stay current and develop new skills.	18 A	Setbacks happen and goals will not always be reachable. Adaptable people find ways to adjust their dreams, so they are both achievable and satisfying.
4 B	Perseverance is a good trait, but you need to make sure your goals are also reasonable and achievable. Winona should adjust her plan in a way that will allow her to reach her goal despite the setbacks.	9 A	Liam is both legally and ethically obliged to report his find. He is not able to determine the age of the burial (it might be recent) and needs to respect First Nation interests.
15 A	If Mani wants to play hockey, he needs to get organized and figure out how to meet the expectations of the team. Relying on others, or giving up, are both signs of poor adaptability.	20 C	Small actions reveal a lot about our self-discipline. Robin should wait for her break before making a call.



Circle the questions you got right, in the table below.

Fill in the last column with the # correct.

Construct	Questions				# ✓
<i>Demonstrate responsibility</i>	1	2	20		/ 3
<i>Persist and persevere</i>	3	4	18	19	/ 4
<i>Regulate Emotions</i>	5	6	16	17	/ 4
<i>Set/Adjust goals and expectation</i>	7	8	15		/ 3
<i>Plan and prioritize</i>	9	10	14		/ 3
<i>Seek Self Improvement</i>	11	12	13		/ 3

If you got fewer than 2 right for a construct, think of it as an area for improvement.