



people learn | business profits

## Think Smart

Would your organisation benefit if staff improved any of these? Tick if the answer is yes

• Customer care	• Using the phone
• Following instructions written or verbal	• Taking messages
• Writing reports	• Complying with regulations such as Health and Safety
• Estimating numbers	• Ordering and stock control
• Time-keeping	• Finance/ handling money
• Weighing and measuring	

How many of these affect your organisation?

• Reluctance of staff to take on more than one responsibility or different jobs	• Absenteeism
• Wastage	• Recruiting skilled people/ high turnover
• Poor customer service	• Low motivation
• Inefficiency	• Lack of qualifications

If the answer is yes to any of these, then you could improve their skills by building essential skills into other courses - food hygiene, presentation skills, using IT, courses leading to NVQ etc.

(Taken from Skills for Life Why make it your business? DfES. Ref.ETKV2-2004)