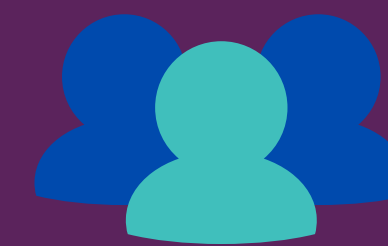


LOOKING FOR IMPROVEMENTS IN PRODUCTIVITY, EMPLOYEE RETENTION AND WORKPLACE SAFETY?

Consider skills training



- Difficulty retaining employees?
- Employees who can't keep up with change?
- Communications breakdowns?
- Employees that don't follow procedures?
- A need for better teamwork or time management skills?



These are signs that training might be needed



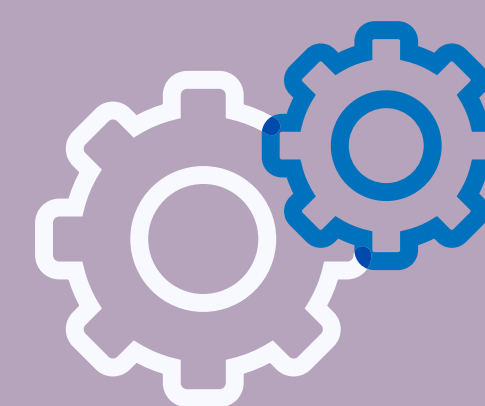
Metro Toronto Movement for Literacy (MTML) can help you identify training opportunities through an Organizational Needs Assessment, or ONA

MTML is a network of skills upgrading organizations in Toronto & York Region. Many of the individuals who attend the upgrading programs are already working. They are upskilling to keep the job they have or to take advantage of promotional opportunities.



Here are just some of the skills we can address:

- Communication
- Problem solving
- Measurement & calculation
- Digital technology
- Working in teams
- Adaptability



Schedule a consultation with MTML and learn how an ONA could help you achieve your goals.

Contact MTML:

Ambreen Ahmad, Managing Director
416-961-5557 | ambreen@mtml.ca



ONA Process

The ONA Process is available free of charge. Here is what's involved:

Planning

We know you're busy.
We work with you to customize a process that is achievable with the time you have available.



Information Gathering

We collect information through four sources:

1. **Leader interviews** with selected managers and human resources staff to understand training goals and identify potential areas of focus. Interviews are typically 30 – 45 minutes long and can take place in person or online.
2. **Workplace tour** and worker observations to understand relevant work processes and provide context for employee interview.
3. **Interviews with employees in target occupation(s)** to understand job demands, identify perceived challenges & training expectations. Interviews are usually 30 minutes.
4. **Workplace document review** to understand employees' reading, writing and math requirements. Examples include forms, instructions, employee handbooks, policies, procedures & safety guidelines.

All the information we gather, including any documents we see or receive, will be kept confidential & used solely to conduct the ONA

Reporting

We prepare a report with training recommendations tailored to your

business. Training options include:

- local, free upgrading programs
- customized on-site training, currently available at no cost.

