**Youth Explore Trades Skills Core Module – Transferable Skills**

**Transferable Skills**

# Section Overview

The Conference Board of Canada has identified essential or transferable skills that students need for work, learning, and life.

These transferable skills include:

* Reading
* Writing
* Numeracy
* Oral communication
* Thinking
* Digital technology
* Working with others

Many transferable skills are embedded into the Youth Explore Trades Skills modules. This section will provide activities on “soft skills” such as basic communication and customer service.



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**Transferable Skills Core Module**

# Activity Plans

* Activity Plan: [Communication](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/Communication.pdf)
* Activity Plan: [Customer Service Role Play](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/CustomerServiceRoleplay.pdf)

# Resources

## Videos

[In the hardware store](https://www.youtube.com/watch?v=W6yXonvwRVs)  [Texting on the job](https://vimeo.com/218063566/5db80a8985)  [Customer Expectations](https://vimeo.com/241212242/8c2937cd6b)

[Responding to questions using active listening](https://vimeo.com/241217480/c781d207d0)

## Handouts

[Best Practices for Email Communication](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutEmailCommunication.pdf)  [Best Practices for Text Messaging and Chat](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutTextMessageandChat.pdf)

[Effective Listening Skills – Top 10 Best Practices](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutEffectiveListening.pdf)  [Problem Solving with Customers](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutServiceRecovery.pdf)

[Telephone Communication – Top 10 Best Practices](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutTelephoneCommunication.pdf)  [Tips to Remember Names](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutUsingandRememberingNames.pdf)

[Voicemail Message Tips](https://mytrainingbc.ca/youthexploreskills/activity/Core/pdf/SuperHostgo2HRHandoutVoicemailMessage.pdf)

## Websites

[Conference Board of Canada – Employability Skills](http://www.conferenceboard.ca/spse/employability-skills.aspx?AspxAutoDetectCookieSupport=1)

[go2HR SuperHost™ Customer Service Training](https://www.go2hr.ca/training/superhost-customer-service-training)

## What are essential skills?

[Skills Canada Phone App](https://play.google.com/store/apps/details?id=com.skillscanada.app&amp;hl=en) (Android) – Find out what your Essential Skills can do. (iTunes for iOS devices)

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