



Employers can find more workplace learning tips, tools and resources on READ's website at www.readsociety.bc.ca/workplace.htm, through the Community Social Planning Council, and from Bridges for Women.

Confidence formed through skills training

Filling out forms at work used to make William Doughlin anxious. These days, he is not only able to do the forms without getting stressed, he is even helping coworkers complete theirs.

The key to Doughlin's new-found confidence is the training he received to improve his reading and writing skills through SkillsPlus, a program funded by the Canada-British Columbia Labour Market Agreement.

"I feel more comfortable now when I have to fill out forms," Doughlin says. He received one-on-one help from workplace educators at the READ Society and Bridges for Women Society, which partnered with the Community Social Planning Council to deliver SkillsPlus.

"We have been working with William to help him learn to skim and scan documents to pull out the most important information," says Sheila Moulton from Bridges for Women Society. Since Doughlin's reading skills have improved, he can finish forms more quickly, she adds.

Doughlin, who immigrated to Canada from Barbados nine years ago, works at the Inn at Laurel Point as a houseman. As part of the Inn's monthly training, employees read a document on a health and safety topic, and then complete a questionnaire.

Now that Doughlin feels more at ease with this aspect of the job, he is going to continue working on his reading and writing with the help of a READ Society volunteer. "Then maybe one day I will win the lottery and open a little restaurant downtown," he says with a big smile.



Julie Wright from the Inn at Laurel Point, adult educator Sheila Moulton and learner William Doughlin pose at the READ Society's office