



*Sarnia -  
Lambton*  
INDUSTRIAL  
EDUCATIONAL  
CO-OPERATIVE



**Human Resources  
Development Canada**

**Développement des  
ressources humaines Canada**

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***SARNIA-LAMBTON SOFT SKILLS  
SURVEY RESULTS ARE IN!***

Last fall, funded in part by the Government of Canada's Labour Market Partnerships Program, the Industrial Educational Co-operative (IEC) conducted an on-line Soft Skills Training Needs Survey.

Why are soft skills so important? In today's workplace with its emphasis on both technology *and* teamwork, "hard" or technical skills work hand in hand with "soft" or people skills to give organizations a competitive edge in the global marketplace.

Based on responses provided by the survey participants, the top ten soft skills training needs are:

- |                                  |                                               |
|----------------------------------|-----------------------------------------------|
| 1. Team/work group participation | 6. Listening skills                           |
| 2. Stress management             | 7. Decision-making and problem-solving skills |
| 3. Conflict management           | 8. Team/work group leadership                 |
| 4. Time management               | 9. Communicating change                       |
| 5. Difficult communications      | 10. Team/work group management                |

Key findings from the survey also include:

- A significant need for basic supervisory skills training emerged from interviews held with individual organizations – this need crosses sectors and company size
- While the overwhelmingly preference is for leader-led classroom training, there is interest in other delivery methods; i.e. computer-based training (CBT), web-based training (WBT), self-study, video-based learning, blended learning solutions, etc.
- Organizations are very concerned with training efficiency - the bulk of respondents want courses to be a half-day or less in length

Now that the priority needs have been established, the IEC's next steps are to research skill development strategies, training programs, and delivery systems to meet survey respondents' preferences.

The Industrial Educational Co-operative thanks everyone who took the time to complete the survey.

**For more detailed information pertaining to the survey, please contact:**

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