

# Transferable Skills & Your 2020 Job Search



Presented by YES and  
the Voice of English-Speaking Québec

# Transferable Skills Workshop Outline

- What are transferable skills?
  - Defining
  - Identifying
- Why are they important?
  - Resume/CV
  - Interview
- Transferable skills in 2020
  - COVID-19: Adapting and moving forward
- Navigating the local job market
  - Where to look, how to succeed!



yes

## SERVICING THE ENGLISH-SPEAKING COMMUNITY FOR ALMOST 25 YEARS

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### **Our Mission**

- As a not-for-profit organisation, YES enriches the community by providing English language support services to help Quebecers find employment and start and grow businesses.

Successful futures start with



# Voice of English-speaking Québec (VEQ)

The Voice of English-speaking Québec is an autonomous, non-profit organization dedicated to the preservation of a dynamic English-speaking community in the Greater Québec City region and to the promotion of its interests.

The English speaking community represents 2%(15 270) of the total population of the Québec Census Metropolitan Area (2016 Census data) VEQ boasts a membership of over 3300 people and offers services to between 400–500 newcomers every year.



Voice of English-speaking Québec

Connect with the  
English-speaking community

# Job Search Success in a Post-COVID 19 Market



- Can seem:
  - Uncertain
  - Unattainable
  - Unachievable
- What if it were:
  - Adaptable
  - Accessible
  - Achievable?

yes

# Transferable Skills: Your Key to Success

- Lay offs, bankruptcies, shortages fill the headlines
- Indeed.com is currently receiving half of the posts it got this time last year for jobs
- Coronavirus, as we can all guess, impacted the retail sector heavily- gendered effects within this industry, earning and employment losses ([The Globe and Mail](#))
- 3.3 mil Canadians worked from home in April ([stats can](#))

yes

## But Companies Are Still Hiring!

- Post-Covid-19 adaptations in the workforce
- As companies return, administration jobs on the rise
  - administrative assistants, receptionists
  - data-entry, customer service
- Harder to find, heightened competition
- Stand out amongst the other candidates
- Key? Understand and highlight *transferable skills*



yes

The best thing about transferable skills?  
*You already possess them* – you just may  
not realize it yet!

yes



# Start By Separating Your Skills By Type

Knowledge-based (job-related)/Hard skills

Personality traits/Soft skills

Transferable skills

yes

## Knowledge-Based Skills/Hard Skills

- Are those skills specific to a job or occupation – the ones you learned for the job and on the job
- Learned and usually developed through specific education/training programs, and experience.
- Describes what you are capable of doing and implementing on the job i.e. **reducing expenses, word processing computer skills, or repairing a car engine.**

*Knowledge-based skills is an important category for potential employers because it is this skill set that shows whether or not you have the tools and capacity to succeed.*

yes

## Examples of Knowledge-Based Skills

- A secretary is skilled in typing, word processing, answering telephones, company correspondence, and filing.
- An accountant had accounts receivable, performing accounts payable, payroll, figuring taxes, and computer accounting programs.
- A salesperson would include customer service, record keeping, order processing, inventory management, billing, and product displays.

yes

# Personality Traits/Soft Skills

**They determine who you are, your attitude and work ethic.**

- ✓ Good judgment, analytical, goal oriented, organized, flexible etc.

They are described as:

- How you deal with time.
- How you deal with people and emotions.
- How you deal with authority and being told what to do at your job.
- How you deal with supervision and being told how to do your job.
- How you deal with impulse vs. self discipline, within yourself.
- How you deal with initiative vs. response, within yourself.
- How you deal with crises or problems.

yes

# Personality Traits and Values that are Frequently Sought by Employers

- Honesty/integrity/morality
- Adaptability/flexibility
- Dedication/hard work/work ethic/tenacity
- Dependability/reliability/responsibility/ Loyalty
- Positive attitude/motivation/energy/passion
- Professionalism
- Self-confidence
- Self-motivation/ability to work with little or no supervision
- Willingness to learn



yes

# Transferable Skills

*Did you know that only **25%** of the skills we use on the job are knowledge-based skills and **75%** are transferable skills?*



So, what exactly *are* transferable skills?

yes

***Transferable skills** are non-job specific skills that cut horizontally across **all industries** and vertically across **all jobs** from entry-level to chief executive officer (Sherer & Eadie, 1987, p. 16-17).*

yes

# What are Transferable Skills?

- They allow you to explore jobs based on what you can do, not necessarily based on where you've worked in the past.
- They are mobile skills acquired through various jobs, volunteer work, hobbies, sports, and other life experiences.
- They vary depending on the experience and versatility of each job candidate.

*They are the building blocks of a job and ultimately a career.*

yes



# What Are Transferable Skills?

- They are important to:
  - People who are facing layoffs
  - Career-changers: new passions, new field
  - New graduates: feel like all of your experience is academic
  - Job seekers who are re-entering the workforce after an extended absence

***You need your particular combination of skills, knowledge, and abilities to approach the job search process – and the actual job itself!***

yes

# 4 Groups of Transferable Skills

## People Skills

- **Interpersonal skills**
- Oral communication
- Public speaking
- Counseling skills
- Coaching/mentoring skills
- Teaching/training skills
- Supervising skills
- Leadership skills
- Persuading skills
- Negotiating skills
- Mediation skills
- Interviewing skills
- Client service skills
- Care-giving skills

## Mind Skills

- Analytical/logical thinking skills
- Critical thinking skills
- Creative thinking skills
- Problem-solving skills
- Decision-making skills
- Planning skills
- Organizational skills

## Applied/Practical Skills

- Advanced writing skills
- Research skills
- Administrative/clerical skills
- Financial skills
- Language skills
- Advanced computer skills
- Technological skills
- Performing skills
- Artistic skills
- Perceptual skills
- Mechanical skills

## Adaptability Skills

- Capacity to adapt to new situations
- Ability to work in a changing environment
- Flexibility to adapt to the needs of the moment
- A positive attitude

yes

# Hidden Skills

Hidden skills are the ones you don't know you have.

**Example:** You work in a coffee shop. You develop:

## Transferable Skills

Manual skills and Computer skills

Financial and numbers skills

How to manage time responsibly

How to serve customers in a professional manner , teamwork

How to operate a business

How to manage store inventory

## Hidden skills

Marketing skills – using different computer programs

Communication skills – listening and answering customer questions

Creative skills – cake presentations

Planning skills – organizing and setting up the place

Promotional skills – giving out flyers

yes

# Why Are These Skills So Important to an Employer?



Transferable skills – such as initiative, motivation, communication skills, self-awareness – are the most sought-after skills by employers

These skills, and how you demonstrate them in your experiences, show hiring managers that you can grow, learn, adapt and maximize your success – and in turn, theirs!

yes

# Highlighting Transferable Skills

- On a resume/CV:
- When a job and the tasks you performed in it are closely tied to the role you're applying for, but not a perfect match?
- Can make you feel unqualified, like you don't have a chance
- All about how you *link the skills* from your past + desired job



yes

# Emphasize your Skills On a Resume

- **Showcase your transferable skills in your job application materials**
  - Compose a high-impact summary statement i.e. highlight of qualifications
- **Turn your accomplishments into quantified statements (Q statements)**
  - Use quantifiable terms such as numbers, percentages, amounts of time or things
- **Tailor your résumé and cover letter to each potential employer**
  - Write an objective that tells which skills are applicable to the position you are seeking.



yes

# Highlighting Your Transferable Skills

- In an interview:
- FORMULA from The Muse (online career platform, NYC)

*As a [prior role], I [explain a responsibility], which taught me [transferable skills]. That's a skill I would draw on from day one as a [new role].*

yes

## Highlighting Transferable Skills

- In an interview:

*“As an **administrative assistant**, I drafted and proofread executive correspondence, which taught me how to **write persuasively** for a variety of audiences and with different goals in mind. That’s a skill I would draw on from day one as a **communications assistant**.”* (Project Muse)

yes



# Transferable Skills & Transitioning out of Academia

- Have an MA or PhD, wondering how the skills you developed are useful and relevant outside of academia?
- Can make you feel underqualified, undervalue your actual accomplishments
- Reframe your academic work!
- *What is it about these experiences (tasks, responsibilities, actions, reactions) that will help you stand out compared to other applicants?*

yes

# Transferable Skills & Transitioning Out of Academia

- Think of the biggest challenges you faced in Academia- *What solutions did you come up with? What did you learn from this experience?*
- Think of some people who inspired you during your education. *What do you admire about them? In what ways do you aspire to be like them, and why?*

Why and how do you believe these skills will allow you to bring success to the company you're applying to?



# Reframe Your Perceived Weaknesses Into Skills and Areas of Improvement

If you think you are:	Then say this to an employer:
Too compulsive: Your friends think you're nuts because everything in your locker is in alphabetical order.	Too compulsive? I have strong organization skills and an ability to plan ahead. I always do a thorough job.
Too lazy: You always start essays the night before they're due. If there's a reason not to do something you'll find it.	Too lazy? I can work with short deadlines and under pressure.
Too loud: When you talk, people can't help but hear you - you love being the centre of attention.	Too loud? I'm enthusiastic and outgoing. I interact easily with groups.
Too stubborn: You hate to back down and don't like to admit when you're wrong.	Too stubborn? I'm persistent. I always carry a project through to the end.
Too talkative: No one can get a word in when you're in the conversation - you are the conversation!	Too talkative? I'm articulate and enjoy public speaking. I'm persuasive and present my ideas well.



yes

## Still Unsure?

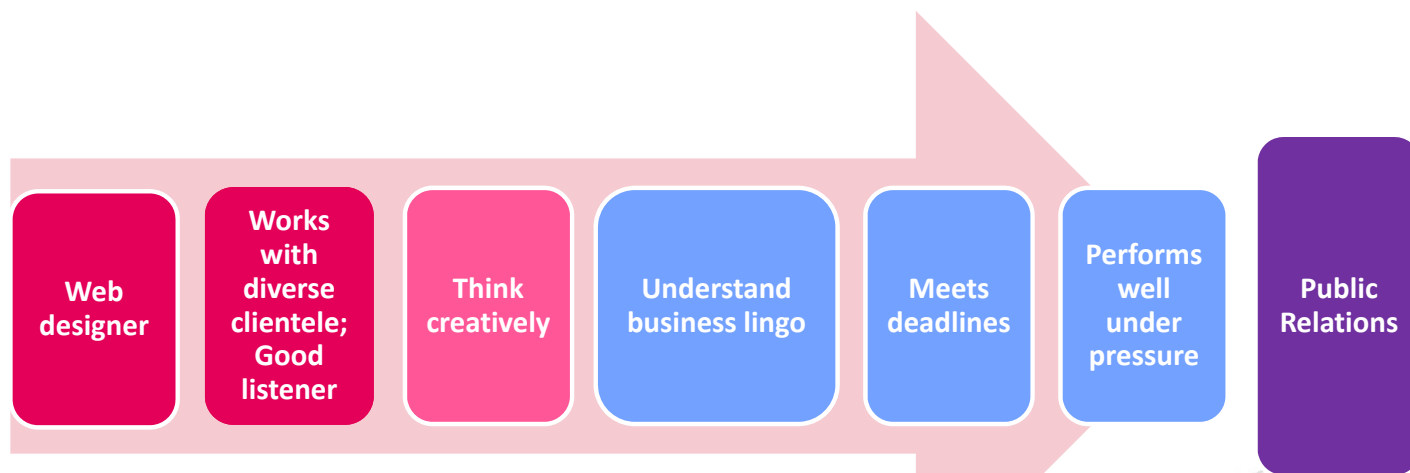
- Take some time to self-assess – use a check list to identify your skills in previous jobs, school, volunteering activities
- Research – use websites like Human Resources and Social Development Canada to find out what the essential skills for top jobs in Canada are
- Take time to develop the links between what employers are looking for, and what you already have



yes

# Connecting Your Transferable Skills With New Professions

- Look for parallels between that profession and your background – from the tasks to what it required of you
- Chances are you'll find the skills overlap!



yes

# Your 2020 Job Search




So... who is actually hiring right now?

yes

## Who's hiring in Canada?

Share

 By Juliette Faraut, Editor at LinkedIn

Updated 1 day ago 

Some industries — from shipping to online learning — are hiring to meet coronavirus-related demand. Here are some of the companies hiring right now.

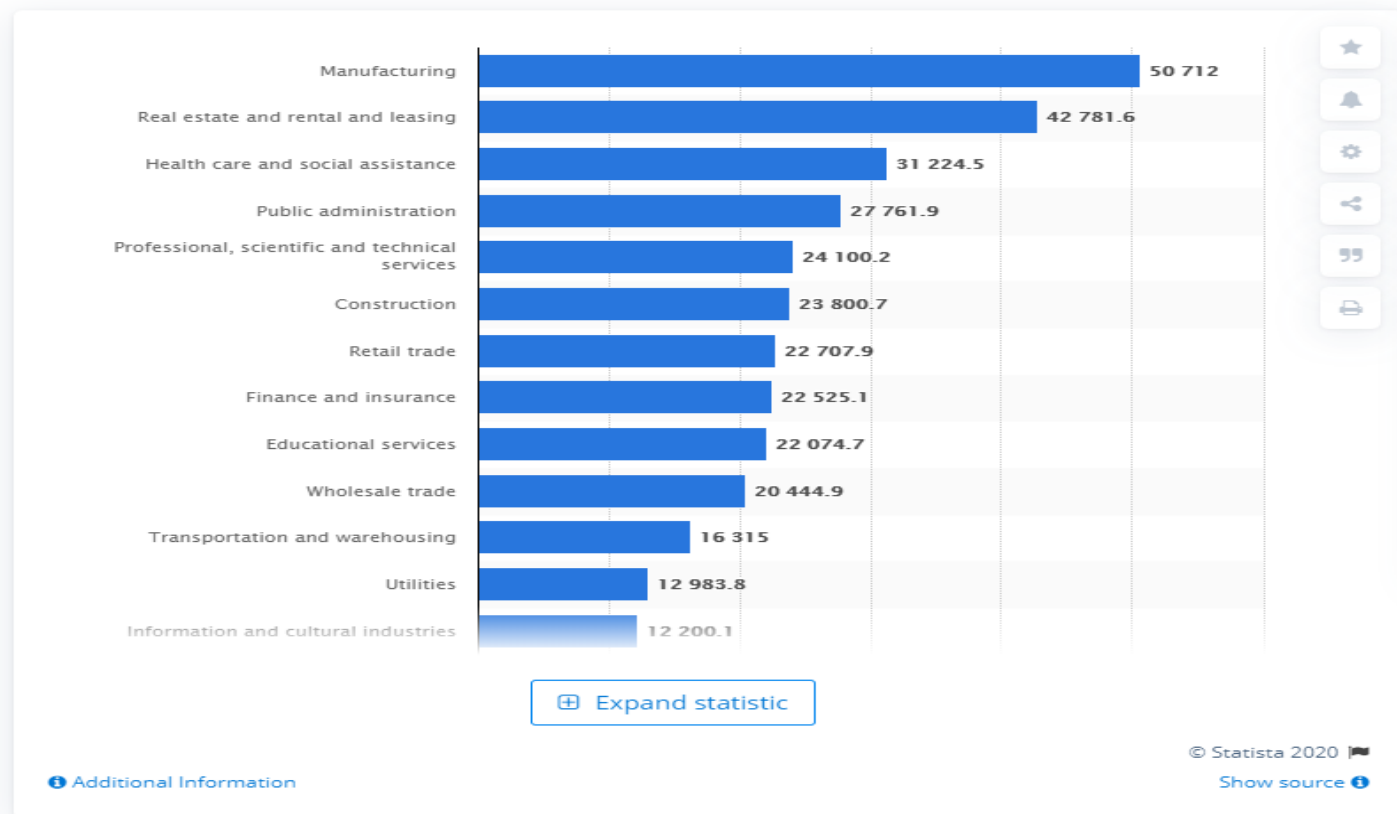
- VON Canada is hiring over **400 positions**.
- Video game developer Ubisoft is hiring over **140 positions** in Montreal.
- The Société québécoise des infrastructures is **hiring 100 positions** across Quebec.
- Sienna Living is hiring over **500 positions** across Canada.
- Food production company **Exceldor is hiring** 60 positions in Québec.
- Nordia Inc. is hiring more than **300 customer service specialists**.
- FNX-INNOV is hiring over **100 positions** across their 15 offices in Canada.
- SSENSE is hiring around **600 positions** across its distribution center and customer service teams.
- InkSmith is hiring over **100 employees** as it ramps up production for face shields for the nation's healthcare workers.
- **Babylon Health** is hiring 200 employees in Vancouver and Toronto for medical positions.
- Customer service and tech company **24/7 Intouch** says it is hiring 400 customer service representatives.

**#stillhiring**

**yes**

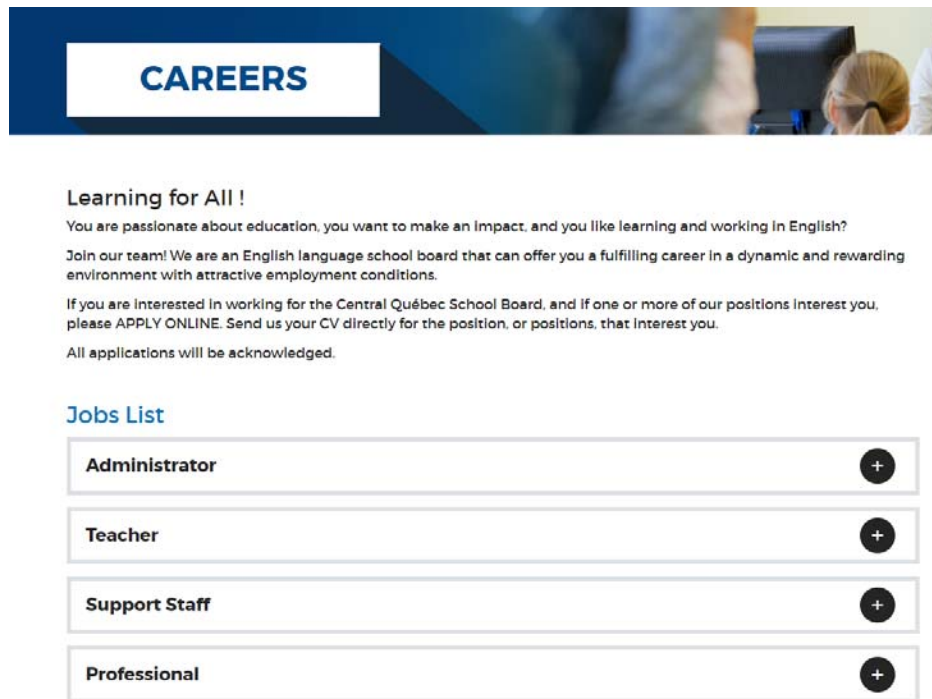
# Top Industries in Québec, 2019

Gross domestic product of Quebec, Canada in 2019, by industry  
(in million chained 2012 Canadian dollars)





# Who Is Hiring In Québec?



**CAREERS**

**Learning for All !**  
You are passionate about education, you want to make an impact, and you like learning and working in English?  
Join our team! We are an English language school board that can offer you a fulfilling career in a dynamic and rewarding environment with attractive employment conditions.

If you are interested in working for the Central Québec School Board, and if one or more of our positions interest you, please APPLY ONLINE. Send us your CV directly for the position, or positions, that interest you.  
All applications will be acknowledged.

**Jobs List**

- Administrator
- Teacher
- Support Staff
- Professional

- Educational institutions across the province are still hiring, despite changes to the academic calendar
- Not just teachers – careers in administration, support staff, professional counsellors and psychologists
- CQSB website, opening in Québec City and regions

yes

# Look For New Positions Opening Up

*added on the week of May 11, 2020*

Proaxion, a company specializing in building disinfection, will hire 10 people with the opening of a franchise serving the Estrie and Centre-du-Québec regions.

*Available in French only*

[vingt55.ca](http://vingt55.ca)

📍 Québec

🔍 Job Creation

Administrative and support, waste management and remediation services

*added on the week of May 11, 2020*

Fenêtres Magistral, a window and door manufacturer located in Blainville, now assembles protective visors. The company has hired close to 100 new employees and recalled 150 temporarily laid-off employees to work.

*Available in French only*

[lelezard.com](http://lelezard.com)

📍 Laurentides, QC

🔍 Job Creation Manufacturing

Explore CLMI – Canadian Labour Market Information  
Allows you to search by region, industry, see new openings

YES

# Top Industries Hiring

- Use your knowledge of local companies:
  - Top employers in Québec City include Banks/Financial Institutions (Desjardins, TD, BDC currently hiring) and Insurance Companies (IA Financial Group)
- At first glance, these may not be your target industries
  - Open positions in account management, tech support, customer service, team managers & directors
- It's time to adapt where and how you are looking for jobs!



yes

## How do I Find them?

- Get creative: use hashtags on LinkedIn!
  - #StillHiring, #QuebecJobs
- Keep your eyes open for *new opportunities*
  - New positions for the COVID and post-COVID-19 workforce
  - Health and safety administration, greeters, screeners, statistics
  - Need to develop new policies and train employees around them
  - Money being invested into new projects, new employees, as well as staffing, specialists, construction



yes

# Upskill in Québec City

Wanting to hone-in on and improve your skills, or gain some new ones? Look no further than home!

CÉGEP Champlain St. Lawrence has options:

- In 2021, AEC in Business Administration
  - Unique bilingual program –courses in both English and French
  - 89\$/session, Information Session Sept 2 2020
- Become a Québec Local tour guide!
  - “Hybrid” program, combining e-learning and practical activities, in and outside of class
  - E-Learning program, for people outside of Quebec City region



**Continuing  
education**

**ST. LAWRENCE  
CEGEP CHAMPLAIN**

*Consult the CSL website for more information and programs*



# Eastern Québec Learning Centre

- Missing Credits? High School Diploma?
- Vocational Trades:
  - Health, Nursing
  - Secretarial studies, starting a business & more!
- SARCA: an initiative from the **Ministère de l'Éducation, du Loisir et du Sport** (MELS) to encourage people aged 16 and older (including adults who have been out of school for some time) to complete their high school diploma or go into a vocational education programme.
- [infoeastern@cqsbc.gc.ca](mailto:infoeastern@cqsbc.gc.ca)



YES

# Université Laval

- Core courses and electives in English in the Business program
- Recognize English-language fluency as essential in the business world
- Students can also turn in assignments and exams in either English or French for other core courses!
- Explore their language programs
- <https://www4.fsa.ulaval.ca/en/academics/types-of-training-offered/#tab3>



yes

**YES  
IS READY AND  
ABLE TO HELP  
YOU TODAY!**

JOB SEARCH DURING  
COVID-19

**You are not alone!**

- Not knowing when you will back at work or in a new job is stressful and isolating.
- We're here to provide you with the support you need, so you can gain momentum in your job search!

yes



# At YES, Our Objective Is to Help You Develop

- Career Planning & Employment Strategies
- Skills for Job Search
- Confidence & Autonomy
- Support System
- Network
- Insight on Local Job Market

The logo for YES, featuring the word "yes" in a white, lowercase, sans-serif font. The letter "y" has a small upward-pointing arrow integrated into its stem. The logo is positioned in the bottom right corner of the slide, overlaid on a background of overlapping geometric shapes in shades of teal, orange, and yellow.

# Questions?

- Contact us at [info@yesmontreal.ca](mailto:info@yesmontreal.ca)
- Visit our Schedule of Events and Workshops
  - Updating your Resume
  - Optimize your LinkedIn
  - Interview Prep
  - And more!
- Contact [cmarcotte@yesmontreal.ca](mailto:cmarcotte@yesmontreal.ca) for any other questions!



THANK YOU



yes

# References

## Web Links

### TRANSFERABLE SKILLS CHECKLIST:

[http://www.roguecc.edu/emp/Resources/transferable\\_skills\\_checklist.htm](http://www.roguecc.edu/emp/Resources/transferable_skills_checklist.htm)

- [http://www.hrtoolkit.gov.bc.ca/staffing/staffing\\_steps/assess\\_methods/assess\\_apps/Definitions\\_and\\_Examples.htm#Know](http://www.hrtoolkit.gov.bc.ca/staffing/staffing_steps/assess_methods/assess_apps/Definitions_and_Examples.htm#Know)
- [http://youthdevelopment.suite101.com/article.cfm/summer\\_job\\_skills\\_for\\_teens](http://youthdevelopment.suite101.com/article.cfm/summer_job_skills_for_teens)
- <http://www.allbusiness.com/labor-employment/human-resources-personnel-management/12335838-1.html>
- <http://www.soicc.state.nc.us/soicc/planning/skillsjob.htm>
- <http://www.econ.ed.ac.uk/pdf/skills.pdf>
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- [http://www.quintcareers.com/transferable\\_skills\\_examples.html](http://www.quintcareers.com/transferable_skills_examples.html)
- [http://www.careerbuilder.ca/Article/CB-39-Job-Search-Finding-Your-Transferrable-Skills/?cbsid=e7dc2e6fb6564939949fa8f5ed46ca5a-302353242-JD-5&ns\\_siteid=ns\\_ca\\_g\\_transferable\\_skills&ArticleID=39&cbRecursionCnt=2](http://www.careerbuilder.ca/Article/CB-39-Job-Search-Finding-Your-Transferrable-Skills/?cbsid=e7dc2e6fb6564939949fa8f5ed46ca5a-302353242-JD-5&ns_siteid=ns_ca_g_transferable_skills&ArticleID=39&cbRecursionCnt=2)
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YES

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- Career Focus Canada: A Personal Job Search Guide, Fouth Edition (2008) Helene Martucci Lamarre, Karen McClughan
- Employability Skills: Keys to Success (1987) Sherer, M., & Eadie., R. (p) 16-17.
- Fearless Career Change: The Fact Track to Success in a New Field (2005) Mark Stein
- Hire Power: The Ultimate Job Guide for Young Canadians (1997) Karen Schaffer
- Insider Secrets to a Winning Job Search: Everything You Need to Get the Job You Want in 24 Hours – Or Less (2004) Todd Bermont
- Looking for a job: Innovation and Learning for Canadians (2002) Human Resources Development Canada
- Seven Step Job Search: Cut Your Job Search Time in Half (2006) Michael Farr
- What Color Is Your Parachute? A Practical Manual for Job-Hunters and Career-Changers (2008) Richard Nelson Bolles



yes