



HOW DO LITERACY AND NUMERACY ISSUES SHOW UP AT WORK?



ON REPEAT...

When speaking to your team do you find that key messages are not understood, and need to be repeated?

Or, the team say they understand but perhaps they haven't, and this means a rework down the line?

SAFETY FIRST

Do your people have the confidence to have courageous conversations?

Have they fully understood the health and safety guidelines and rules at your workplace?

METRICS AND TARGETS

The all site meeting where you crunch the numbers and report on whether you are meeting targets - is it working? For many staff, they might not know their TRIFR from their OEE, or understand which way the number should be moving on graphs.

CRICKETS!

Are you met with silence and lots of looking at the floor, when you ask for feedback or input in meetings and workshops? This could be for a combination of reasons, including confidence, cultural norms, language ability, or even meeting design. Hearing from all of your staff matters because it builds engagement, drives productivity and ensures diversity of thought.



PAPERWORK, PAPERWORK

Completion of forms filled out is low compared to what you might expect, e.g. Annual leave forms, near miss and incident forms. You miss out on collating important data to inform the business.

AVOIDANCE OF DIGITAL CHANGE

Staff may avoid doing things digitally because they are fearful and lack digital knowhow. This often shows up when digital change is rolled out.

LOW ENGAGEMENT SCORES

Communication breakdowns, frustration expressing one's self, inability to manage interpersonal conflict - these can all be signs of low literacy and numeracy at work and contribute to low engagement scores.





- Are you happy with the level of feedback you receive from front line staff at team meetings and other hui?
- Are you confident that staff understand verbal and or written instructions effectively?
- Are you confident that staff understand numbers, acronyms and jargon?
- Do staff communicate well with each other and team leaders or supervisors?
- Are you hearing their ideas in problem solving processes?
- Do they engage with digital at work?
- Is paperwork filled out accurately and on time?
- Are your frontline staff able to have courageous conversations about health and safety?



Check out the guides and resources on our website for great tips on how to support your teams with lower literacy and numeracy levels.

www.upskills.co.nz