

# multiskills!

A model for developing  
workplace skills in  
multicultural  
workplaces

Do you know  
what skills your  
employees have?

Are you making use  
of everyone's skills?

Can you recognise  
the needs for  
developing skills?



Työterveyslaitos



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## Supervisor's guide

Could we  
make more  
use of the  
employees'  
skills?

### What are skills and how to develop skills at work?

Solving work-related problems together makes work flow better. Customer service is improved and skills and competences in the workplace are developed. Make time to discuss the following

- What went well at work this week?
- What problems were there? How did the employees resolve the problems?

You can discuss the issues in small groups. This way, those with stronger language skills can help their colleagues express themselves in Finnish. This encourages employees to voice their ideas. Continue the discussion in the entire working community.

Make time for one-to-one discussions, too: What is your employee good at? Do they have any ideas for making work flow better? When you get to know your employees, they will find it easier to talk about their ideas and skills that could benefit the workplace.

### Supervisor, you play an important role!

- Encourage discussions and make time for them
- Use simple language and short sentences
- Encourage employees to bring up problems and improvement ideas in the workplace
- Address problem situations and misunderstandings quickly
- Guide employees toward safe working methods
- Provide regular information on ways to promote well-being at work
- Be open to special cultural characteristics and be willing to learn

### In a multicultural workplace, skills development may involve special issues

In a multicultural workplace, clear operating methods and things such as illustrated instructions are especially important. General discussions among the operators in a workplace increase workplace skills in the community and make work flow better.

**Skills consist of professional competences and workplace skills.**

**Workplace skills include a shared understanding of the practices in a workplace and common operating methods.**

**In a multicultural workplace, the varied language skills and diverse cultural backgrounds of the employees make the development of workplace skills all the more important.**



## A moment for developing skills

As a supervisor, it is your task to make work productive but also inspiring for the employees. A good supervisor talks to the employees and encourages them to talk about their work. In some cultures, people are not used to having conversations with their supervisors, and sometimes people may sugar-coat problems at work. Therefore, you should pay attention to your employees and their views. Always respect the views and culture of your employees. You do not need to agree on everything.

The Multiskills! form is a supervisory tool to help you discuss workplace skills and how to develop them with your employees. Listen to your employees when they talk about their skills and what they think needs to be improved at work, or with regard to their skills or interpersonal relationships at work. Ask questions if you need to. Offer your views, too, even if they are different from those of your employees. This discussion is not just a task, the idea is for you two to agree on common goals.

**Enjoy your discussions!**



**1**  
**Give the form to your employee to complete in good time before the discussion. You should also prepare for the discussion in advance.**

Think about the content of the form in terms of your employee's skills and the needs of the workplace. Think about the skills that are required in the workplace.

**2**  
**Use the statements to discuss work and workplace skills. The goal is to reach a common view on the following themes:**

What things is the employee good/skilled at?

What problems are there in the workplace or with workplace skills at the moment? How can they be solved?

What training and previous experience does the employee have (skills)? How can these skills be utilised in the workplace?

**3**  
**Agree on, and write on the form, what you will do next, list the persons involved and plan a time for action. You can also agree on something that involves the entire working community.**

Remember assessment: How did we do?

## Discussion form

Let's talk about work and skills so that you can make more use of your skills at work. Respond to the statements in advance and tell your supervisor about your work at the discussion: what is going well and what you would like to learn. The discussion is confidential, and the aim is to agree on how you can develop your skills at work. Welcome!

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Name, time and place of discussion

### Work in general



Yes



To some extent



No

I can perform most of my tasks well.

I know who to ask for help if I have a problem at work.

I know what my supervisor and workmates do.

My Finnish language skills are adequate for my work.

I understand what my employer expects of me.

### Participation



Yes



To some extent



No

I want to learn more and get better at my work.

I will ask if I don't understand or can't do something.

It is easy to talk to my supervisor about mistakes.

If I notice something that should be improved in the workplace, I will tell my supervisor.

I follow my supervisor's requests and instructions.

### Cooperation



Yes



To some extent



No

I get on with different workmates.

I respect other cultural customs and the views of my workmates.

I will tell my supervisor if I am treated badly.

### Customs and rules



Yes



To some extent



No

I find it easy to work according to the customs and rules of the workplace (even if they are different from the customs and rules in my own culture).

I respect the working hours and schedules agreed at work.

I know the absence practices in my workplace (sickness, a child's sickness, family leave, holidays)

### Occupational health and safety



Yes



To some extent



No

I know the safety instructions in my workplace and know how to follow them.

I know how to do my work in a way that doesn't make me too tired physically or mentally.

I look after my well-being (e.g. rest, friends and leisure time).

I understand what occupational health services are and when to go to them.

I know that issues like wages, working hours and overtime payments are based on collective agreements and legislation

My training and employment history

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Things I would like to learn at work

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## To be completed by the supervisor and employee together:

**Agreed  
together**

What will we do next? (The solution may also involve other employees or the entire working community)

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Who will be involved and when will it be done?

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The next discussion (date)

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**Assessment**

How did we do? What did we learn?

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How will we continue from here?

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