

# WORKPLACE ISSUE: Current Skill Needs & Future Skill Requirements

The information in this Factsheet comes from a survey of 305 voluntary and nonprofit organizations in the health and social services sector located in Manitoba conducted in late 2009 by the Manitoba Bureau of Statistics for the Manitoba Federation of Non-Profit Organizations and the Government of Manitoba to undertake labour force development planning for Manitoba's non-profit sector.

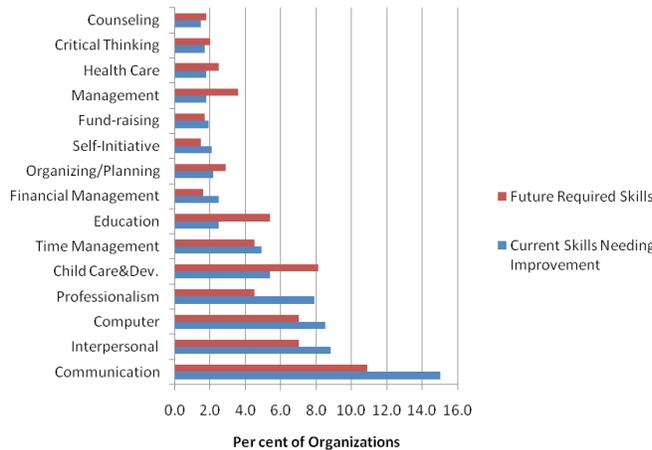
As part of the survey, organizations were asked to list, in order of importance, the top three skills that they considered needing improvement. They were then asked to list, in order of importance, the top three skills that will be required in the future for paid employees.

A broad set of current and future skills were identified by the organizations. In total, they described 207 different current skills and 194 different future skills. The skills were of two main types. The one type was job-specific skills like computer use, team work, accounting, human relations, and direct service worker. The second was more general work skills and habits, like critical thinking, problem solving, time management, professionalism, self-motivation, initiative, trust, competency, and loyalty.

By way of providing a summary measure of the overall importance of these skills, a weighted total count was calculated in which the most important skill was given the weight of '3', the second-most important a weight of '2' and the third a weight of '1'. For each skill mentioned, these weighted scores were then added together to come up with the total weighted score for each skill. In total, there were 788 responses provided to the current skill question for a total weighted number of responses of 1,168. For the future skill question, there were 806 responses, for a total weighted number of responses of 1,652.

The following graph shows the relative frequency with which the top 15 skills were mentioned by organizations:

**15 Top Most Current Skills Needing Improvement and Future Required Skills**



The graph reveals that communication is the most important skill, both now and in the future. The range of responses include both oral and written communication, with oral communication the most frequently mentioned. Interpersonal skills are second most important, currently, and third most important in the future. These include conflict resolution and teamwork skills. Computer skills rank as third most important currently and in the future. The work habit of 'professionalism' ranks fourth currently, and includes such habits as punctuality, strong work ethic, reliability, good attendance, and ethical behaviour. The other work habit mentioned in the top 15 is time management, which includes the ability to multi-task. By comparison, counselling, critical thinking/problem solving, health care, management, and fund-raising are of relatively low importance now and in the future.

Child care is more important in the future than currently, as is education, organizing/planning and management skills. Conversely, the top four current skills are more highly valued now than in the future.

MFNPO inc. is Manitoba's non-profit sector umbrella organization.

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