

How To Manage Staff with Low Numeracy & Literacy Levels

Do any of your staff

- Come from a mixed cultural background?
- Use English as a second language?
- Experience low levels of numeracy and literacy?

How do you as a Manager/Supervisor train and develop these people?

We have provided some tips for you to consider:

It's useful to be aware of the key responsibilities of management:

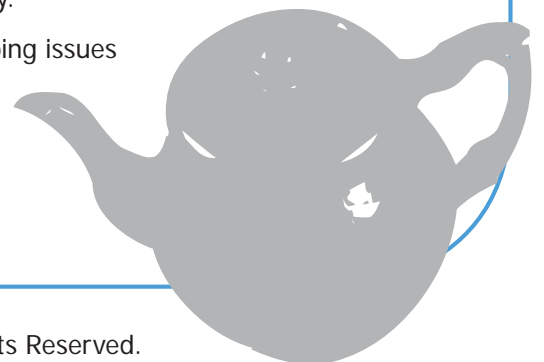
- Provide an ongoing employee development program.
- Support participation in regular learning activities for staff to retain existing skills.
- Have formal training based on industry changes for staff to improve skills.
- Select training which enhances job knowledge and practise.
- Build trust and effective communication skills with staff.
- Acknowledge cultural and socio economic differences.
- Encourage a work environment that reflects awareness, understanding and equal opportunity.

Work in teams:

- Recognise your teams strengths and weaknesses.
- Assign a roster of mentors to work with staff to increase on-the-job efficiency and confidence.
- Organise regular meetings to encourage feedback.
- Coordinate regular social events, which are attended by management.

Training helps get the most out of your staff:

- Organise formal training programs in numeracy and literacy.
- Have regular in-house informal workshops to address ongoing issues



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Did you know you can apply for government funding to assist with staff training programs. The Workplace Language Literacy Program www.deewr.gov.au/well can assist organisations to train workers in English language, literacy and numeracy skills. This funding is available on a competitive grants basis to organisations for English language and literacy training to job-related workplace training and is designed to help workers meet their current and future employment and training needs.

On the job:

- Be aware of language usage in meetings (eg) jargon and slang.
- Simplify your documentation.
- Display workplace practices /breakdown of tasks in table form as laminated posters.
- Review current signage around the workplace.
- Streamline processes so that staff know exactly what to do.

Better Communication will improve your work place and your business.