

## Skills for Success Curriculum Resource Cover Page

### Organization

College Sector Committee for Adult Upgrading (CSC)

### Curriculum Resource

#### Observing and Notetaking in the Workplace

Learners compare two short videos related to automobile repair services. They record their observations to prove their understanding of the importance of accurate workplace note-taking. Marking guide is also included at the end.

Two videos are posted on with this resource and must be saved and provided to the learner.

### OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A3. Extract information from films, broadcasts and presentations	2
Competency A -Find and Use Information	A1. Read continuous text	2
Competency B - Communicate Ideas and Information	B2. Write continuous text	3
Competency D - Use Digital Technology	N/A	3

### Goal Paths (check all that apply)

☒ Employment

☒ Apprenticeship

☐ Secondary School Credit

☒ Postsecondary

☐ Independence

**Embedded Skills for Success (check all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Adaptability                         | <input type="checkbox"/> Numeracy           |
| <input type="checkbox"/> Collaboration                        | <input type="checkbox"/> Problem Solving    |
| <input checked="" type="checkbox"/> Communication             | <input checked="" type="checkbox"/> Reading |
| <input checked="" type="checkbox"/> Creativity and innovation | <input checked="" type="checkbox"/> Writing |
| <input checked="" type="checkbox"/> Digital                   |   |

**Notes:**

The opinions expressed in this document are the opinions of the College Sector Committee for Adult Upgrading. The Government of Ontario and its agencies are in no way bound by any recommendations contained in this document.

## Observing and Notetaking in the Workplace

**Total /15**

### Learning in this Module

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At the end of this module, you should be able to:

- Record workplace observations accurately
- Demonstrate the importance of accurate and clear workplace communication
- Communicate detailed, essential observations

### Materials needed

- Two video files - please ask your instructor to provide these.

### Introduction

In a workplace, accurate communication between co-workers is essential. Our observations in a workplace can be critical sources of information for co-workers and clients. Workplaces will use this vital information in many ways.

### Some Reasons for Careful Notetaking

#### Healthcare

- Correct medications; prevent over or under dosing
- Consistent caretaking
- Injury prevention due to lack of care

#### Automotive

- Consistent customer service
- Correct billing
- Prevention of accidents from incorrect repairs

## **Administrative**

- Consistent client to staff communication
- Documented staff to staff communication
- Excellent customer service

## **Part 1 – Observations**

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Please ask your facilitator for the two videos related to a customer's trip to the auto mechanic.

The customer has complained of a loud clunking noise. The mechanic, Bailey, finds no problems but documents his work carefully in the service record.

Watch the “**Day 1 – First trip to the mechanic**” video provided by your facilitator.

The clunking is worse the next day, so the customer returns to the auto shop and asks for Bailey. Bailey is unavailable but another mechanic, Jag, takes the customer. Because of Bailey's actions, Jag was able to help the customer avoid losing a wheel on the way home!

Watch the “**Day 2 – Return to the mechanic**” video provided by your facilitator.

## **Exercise 1 – Observations (5 Marks)**

Answer the four questions below. Point-form is fine.

1. What did Bailey (the mechanic) do in the first video that was important for workplace communication?

2. Why did Bailey do this?
  
3. What key step did Jag (the second mechanic) take in the second video before he began any work?
  
4. How did taking this step help him decide his next move?

## **Part 2 - Communicate Observations**

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You can record observations in different ways. There are key elements that must be included in all forms of workplace communications.

### **Key elements**

- your name and the names of all involved
- the location and date
- the situation, or reason you are making notes
  - e.g. daily update, customer complaint, etc.
- next steps
  - e.g. following up with a client or steps for a resolution

### **The details**

- Record more information than you think might be necessary
- Include all the details you can remember
- Include your personal observations
  - e.g. if you thought a client left angry or dissatisfied

### **Consider these questions**

- What happened?
- Was there an incident?
- What did I see?
- What did I do?
- What does the reader of these notes need to know?

### **Exercise 2 - Communicate Your Observations (10 marks)**

Write a two-paragraph explanation to communicate your observations of this workplace situation in the two videos. Type and print your explanation using a word processor.

### **Be sure to include the following:**

- Why you think it is necessary to communicate accurately in the workplace
- A brief explanation of what negative outcomes may have resulted had the co-workers not communicated through accurate service records.

## Marking Guide:

Observing and Notetaking in the Workplace

(20 marks)

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### Part 1 – Observations (5 Marks)

(Point-form is fine.)

1. What did Bailey do in the first video that was important for workplace communication?  
1 mark for the mention of Bailey recording his findings on the service record (or form)
2. Why did he do this?  
2 marks for an appropriate explanation of why that was important.
3. What key step did Jag take in the second video before he began any work?  
1 mark for mentioning that Jag referred to the service record before he began any work
4. How did taking this step help him decide his next move?  
1 mark for an appropriate explanation of how this influenced Jag's next steps.

### Part 2 - Communicate Observations (10 marks)

Write a two-paragraph explanation to communicate your observations of this workplace situation in the two videos. Type and print your explanation using a word processor.

Be sure to include the following;

- Why you think it is necessary to communicate accurately in the workplace;
- A brief explanation of what negative outcomes may have resulted had the co-workers not communicated through accurate service records.

5 marks for correct paragraph structure (1/2 mark for each opening sentence, at least 3 body sentences and a closing sentence for each paragraph).

5 marks for content – sufficient explanation of why it can be critical to communicate observations accurately in a workplace, and a demonstration of understanding potential consequences of poor or inadequate workplace communication.