

CASE STUDY:

City of Moncton

A Culture of Lifelong Learning

The City of Moncton has continuously and consistently shown its commitment to developing a learning culture. The philosophy is to promote lifelong learning; to assist in developing educational, personal and workplace skills; and to provide programs that assist individuals to seek and reach their personal potential.

Workplace Change

The City of Moncton's Workplace Education Program was initiated in 1996. There was a recognized need for computer training on a large scale and new hiring practices required a high school diploma. Also, legislation brought about stricter legal and liability acts and regulations regarding safety and recruitment of employees.

As a result, many long-time employees needed to improve their literacy skills in addition to their computer skills. A needs assessment was completed and instructors were hired to provide training to employees. Since the success of early technology courses, ongoing needs assessment has reshaped the Workplace Education Program.

Literacy and Learning

With the support of its unions, the Workplace Education Program has

become a well-rounded literacy and learning program that:

- Is accessible to all employees and allows them to participate in classes on their own time
- Offers basic math and reading skills, GED and academic upgrading, computer training, second language classes and special interest courses



- Assists employees in the coursework for employment licensing and certification requirements
- Meets the challenges of shift operations and is available in various municipal buildings to better accommodate employees
- Maintains confidentiality on the participation in the program

"Both the City of Moncton and its employees have an investment in the Workplace Education Program. The employees feel ownership of the program

because they have an investment in the direction the program takes. They make a commitment to participate in the program on their own time and they are personally motivated to see results."
-Lynn Charlebois, Workplace Education Program Instructor

The Gains

Through the Workplace Education Program, employees are on the road to achieving their full potential. Gaining knowledge and acquiring transferrable skills has resulted in improved reading comprehension of work related documents, better communication skills, as well as improved self-confidence and motivation.

"When an organization provides a workplace education program to its employees, the organization improves its efficiency through higher job performance levels, which translates into lower costs. Employees gain skills and competencies which often lead to greater job satisfaction and internal mobility. Employees gain a sense of personal pride in their accomplishments and in their workplace. The organization gains increased employee loyalty and retention. Everyone is a winner with a workplace education program!" -Lynn Charlebois, Workplace Education Program Instructor