



Creativity and Innovation

CLB Stage I

Creativity and Innovation means you can communicate new ideas and new ways of doing things with others.

☐ **I can... smile, nod and say my name.**

For example...

- ☐ Greet customers and co-workers with appropriate words and gestures.



☐ **I can... talk about a problem at work and answer simple questions about it.**

For example...

- ☐ Tell a manager about a door that won't stay open and show how you use something to keep it open.

"Why is there a book on the floor?"

"The door won't stay open without it."



☐ **I can... find ways to improve routine work procedures.**

For example...

- ☐ Talk with co-workers to get ideas about how to clear a table in a more efficient way.



☐ **I can... point out something at work that could be better.**

For example...

- ☐ Talk about how to make the entrance at work safer from slips and falls.



☐ **I can... explain to a co-worker a better or quicker way of doing something.**

For example...

- ☐ Show a co-worker how you have learned to load and unload a dishwasher more quickly.



☐ **I can... talk about a mistake I made and find ways to do it differently next time.**

For example...

- ☐ Talk about a time I forgot something on an order at a restaurant and how I will remember in the future.





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CLB Stage II

Creativity and Innovation requires communicating with others in a way that conveys readiness for generating ideas and trying new ways of doing things.

- ☐ **I can... listen to co-workers' ideas with interest and try them out and ask questions to clarify understanding.**

For example...

- ☐ Brainstorm ideas in a group to develop a store window display.

- ☐ **I can... ask questions to improve how something is done.**

For example...

- ☐ Work with a supervisor to find better ways of closing a business at the end of the day.

- ☐ **I can... come up with an idea and use feedback to make it better.**

For example...

- ☐ Based on feedback from your co-workers, implement a new workplace safety idea.

- ☐ **I can... suggest a new workplace policy, explaining potential benefits.**

For example...

- ☐ Suggest a way to improve health and safety at work and discuss the pros and cons with co-workers.

- ☐ **I can... learn from an idea that has not worked.**

For example...

- ☐ Talk with a supervisor or co-worker about a sales initiative that did not work to come up with a new idea.

- ☐ **I can... encourage creativity and innovation in the workplace by supporting and motivating others.**

For example...

- ☐ Read a coworker's idea from the "suggestion" box and implement it into current work practices.



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CLB Stage III

Creativity and Innovation requires communicating with others in a way that conveys readiness for generating ideas and trying new ways of doing things.

- ☐ **I can... encourage members of a group to build on each other's ideas without judging or setting limitations.**

For example...

- ☐ Conduct a survey on staff preferences for a 10-hour, 4-day workweek, then work with the staff to decide what might be possible.

- ☐ **I can... present a new business idea, detailing advantages and possible pitfalls.**

For example...

- ☐ Prepare a short presentation for management at my place of work on how the company can save money.

- ☐ **I can... recognize when something is not working and find ways to improve it.**

For example...

- ☐ Request proposals on how to develop a more positive workplace culture.

- ☐ **I can... initiate something new at work and get feedback from coworkers.**

For example...

- ☐ Add or change a menu item at my restaurant, try it for two weeks and review with coworkers what worked, what did not and what changes to make.

- ☐ **I can... value the people I am working with and recognize and build on the different perspectives they bring.**

For example...

- ☐ Incorporate employees' suggestions into a working from home plan to allow them more freedom to plan their schedules.

- ☐ **I can... capitalize on the strengths of a diverse team to do things differently and better.**

For example...

- ☐ Work with team members to create a more inclusive workspace.