
Focus Group Protocol Union

1. Please tell me a bit about the role of the Union here at _____ .
2. What skills do employees need to do their jobs well?
3. What skills do your members need to participate effectively in the Union?
4. What personal qualities or attitudes make for good employees?

5. [Handout - "Skills for Success"]

In terms of the nine Skills for Success, what do you see as the training needs of employees?		
Skill	Training Needed?	How would employees' job performance be improved?
Reading		
Numeracy (Math)		

Writing		
Digital		
Problem Solving		
Communication		
Collaboration		
Adaptability		
Creativity & Innovation		

6. In addition to the Skills for Success training that you have identified, what other training needs do you see?

7. How would training in those additional areas improve employee performance of their duties?

8. How could the Union support training programs?

9. Is there anything you'd like to add?