
Individual Interview CEO's Transcribed Notes

Name: aaaaa

Position: CEO/Owner/President

1. Would you please describe the management structure for me?

Approximately 90 employees

bbbbbb (CMO - Chief Marketing Officer) + ccccc (CFO - Chief Financial Officer - Accountant) + dddddd (COO - Chief Operating Officer - General Manager), eeeee (HRM - Human Resources Manager) + Self (CEO)

- 5 sectional supervisors

2. In your opinion, what has made Play Magic so successful?

- “we’re positive” (and always have been) that “we can do that”
- not be afraid to try new markets
- able to hire & keep people
- very experienced personnel

3. What skills do employees need to do their jobs well?

- need hand-tool types of skills
- reading instructions
- reading blueprints
- troubleshooting
- seeing alternatives (logical thinking)
- retaining verbal instructions
- understanding safety procedures
- understanding how machines work

- proper handling of liquid finishes
- attention to detail

4. What are the qualities or attitudes of your "star" employees?

- attitude —> “getting the job done” (will put in extra time, if necessary)
- ability to take instructions from supervisors & designers one time & do it
- logical thinking (problem solving)
- star employees get the custom jobs

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	No	
Numeracy (Math)	No	
Writing	No	
Digital	No	
Problem Solving	yes	<ul style="list-style-type: none"> • job task planning & organizing (supervisors) • problem solving (machine operators)

Communication	yes	supervisors <ul style="list-style-type: none"> • clearer explanations • motivational interchanges (<u>not</u> negative) • conflict management • respectful employee handling (<u>not</u> negative)
Collaboration	yes	<ul style="list-style-type: none"> • job task planning & organizing (supervisors) • supervisors (eliminate negative interchanges)
Adaptability	absolutely	<ul style="list-style-type: none"> • supervisors • decision making (purchaser, customer support)
Creativity & Innovation	possibly	may not have to go see designers so much

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

Supervisors	Workers
<ul style="list-style-type: none"> • ability to work with & communicate with employees & motivate them 	<ul style="list-style-type: none"> • machine & tool safety • behaviors of liquid finishes

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

Supervisors	Workers
as above	

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

*This (workplace training assessment) was the General Manager's idea because of concerns about communication skills.