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## Individual Interview CFO's Transcribed Notes

Name: ccccc

Position: CFO

Main responsibilities:

- accounts
- performance analysis
- strategic planning leadership
- purchasing
- sales

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

- make quality products
- are customer focussed
- innovative design
- the community has a relatively small pool of workers, but a person from the area likes the opportunities we provide

2. What do you see as the special strengths of Play Magic?

[answered by #1 above]

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

Want workers to be:

- proactive problem solvers
- good team workers (teamwork training needed —> LEAN will help)

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

- can think on their feet (problem solvers)
- can look at our products and suggest improvements
- show common sense
- get the work done

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	not sure	
Numeracy (Math)	yes	
Writing	not sure	
Digital	not sure	
Problem Solving	LEAN	<ul style="list-style-type: none"> <li>• learn by doing [LEAN training]</li> </ul>

Communication	yes	
Collaboration	yes	<ul style="list-style-type: none"> <li>• for supervisors</li> <li>• communication is a real need</li> <li>• trying to change the culture</li> </ul>
Adaptability	“all for additional training”	LEAN
Creativity & Innovation		

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

Supervisors	Workers
LEAN <ul style="list-style-type: none"> <li>• no-blame environment</li> <li>• bring problems to the surface</li> <li>• crosstraining</li> <li>• supervisory skills</li> </ul>	LEAN <ul style="list-style-type: none"> <li>• empower employees</li> <li>• teach them to be problem solvers</li> <li>• crosstraining</li> </ul>

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

[implicit in #6 above]

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