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## Individual Interview Protocol Production Workers

### **A. Use of Essential Skills**

Q.1 What are the most important essential skills you need in your work?

Q.2 Reading

(a) What sort of reading do you have to do in your work?

(b) How important is the reading?

Q.3 Writing

(a) What sort of writing do you have to do in your work?

(b) How important is the writing?

#### Follow-up to Reading & Writing

- Provide the “Reading & Writing in Your Work” form
- Ask the interviewee to complete the form & return it

Q.4 Numeracy

How do you use numeracy (math) in your work?

Q.5 Digital

How do you use digital devices in your work?

Q.6 Problem Solving

(a) What sort of problem solving do you have to do in your work?

(b) Please give examples.

Q.7 Communication

(a) Who are the people or groups you have to communicate with in your work?

(b) What is the purpose of the communication?

(c) [Individual handout]

Q.8 Collaboration

(a) What teams do you work on?

(b) What are their purposes?

(c) [Individual handout]

Q.9 Creativity & Innovation

(a) Have you sometimes seen ways to improve work processes?

(b) Were the changes made?

(c) Did they work out as you had thought?

Q.10 Adaptability

(a) What changes in the workplace have you seen in the past that have required retraining or improved skills?

(b) Was it difficult to adapt to the changes?

(c) What supports were you given to help you adapt to the changes?

(d) Were there other supports that you wish had been available?

**B. Perceived Need of Training**

Q.11 What changes do you see coming in the future that may require further training?

Q.12 In which essential skill areas would you like to see additional training (either for yourself or others)?

Q.13 What other types of training would you like to see offered?

### **C. Implementation**

Q.14 (a) What would be a good time to hold courses?  
(b) How many hours per week?

Q.15 What could workers and management contribute to a program to make it successful?

Q.16 What, if any, do you feel may be barriers to people participating in courses?

Q.17 On a scale of 1 to 10 (10 high), how interested do you think people would be in a course?