

FG2 Union's Tables & Observations

Total: 5 participants (2 millwrights, 2 electricians, 1 tool and die maker)

Please tell me a bit about the role of the Union here at Play Magic .	
<u>Groups involved in the union</u> <ul style="list-style-type: none"> • millwrights (2) • electricians (2) • tool and die maker (1) 	<u>Involvement</u> <ul style="list-style-type: none"> • small amount of time required for union business <ul style="list-style-type: none"> ○ occasional problem solving ○ communication (working conditions) ○ education (support company initiatives) • JOHS (Joint Occupational Health & Safety)

Observation

1. This is a small specialized group that works closely with management and non-unionized personnel.

What skills do employees need to do their jobs well?	
<ul style="list-style-type: none"> • communication • some computer use • document reading • finding information (research) • time management 	<ul style="list-style-type: none"> • individual workplace organization • problem solving • teamwork

Observation

1. Employees need a combination of job-related, hard skills, and soft skills.

What skills do your members need to participate effectively in the Union?	
<ul style="list-style-type: none"> • communicate effectively • fairness • honesty • interaction with others 	<ul style="list-style-type: none"> • listening skills • open-minded • teamwork • trust

Observation

1. Members need a combination of personal qualities and interpersonal skills to be effective in the Union.

What qualities or attitudes do employees need to do their jobs well?	
<ul style="list-style-type: none"> • ability to keep things on even ground (roll with the punches) • caring • communication skills (prevent flow problems where information gets lost from section to section) • compassion 	<ul style="list-style-type: none"> • independence • patience & understanding • positive attitude • relaxed • sense of humor • strong self-esteem

Observation

1. Employees need a combination of job-related, hard skills, and soft skills.

In terms of the nine Skills for Success, what do you see as the training needs of employees?		
Skill	Training Needed?	How would employees' performance be improved?
Reading	No Yes No No Yes (link with writing & document use)	<ul style="list-style-type: none"> • more accurate understanding & use of machine manuals • better understanding of safety material • better understanding of own contract and terms of employment

Numeracy (Math)	No No No No No	
Writing	No Yes No Yes (linked closely with document use) Yes (link with reading)	<ul style="list-style-type: none"> • ensure quality of material written for public use • clarity of material for internal use, especially between sections
Digital	Yes Yes Yes (for machine control) Yes Yes (basic & link with document use)	<ul style="list-style-type: none"> • basic skills would improve • increase ability to set up and troubleshoot computer-machine interface • increase comfort level (many people don't have computers or knowledge of how to use them or comfort with them)
Problem Solving	Yes Yes Yes No Yes	<ul style="list-style-type: none"> • all skills • teamwork would improve • fewer accidents • able to think on your own • better time management
Communication	No Yes Yes--very much needed Yes (link with Working with Others) No	<ul style="list-style-type: none"> • across sections • communication with management • feedback (giving & responding) • improve skills in interpersonal interactions • improved listening skills • improved skill in handling stress • mentoring (is important) • participation toolbox meetings • problem solving • professionalism • strengthening morale

Collaboration	No Yes "a big one" Yes--very much needed Yes (link with Oral Communication) No	<ul style="list-style-type: none"> • communication with management (& recognition for going above & beyond) • mentoring (is important) • teamwork • working with coworkers
Adaptability	Yes Yes Yes Yes (this is on-going; there is a learning culture now & people will be supportive & responsive) Yes	<ul style="list-style-type: none"> • "everybody should be learning everyday" • computer skills can be a problem • knowledge of equipment and some materials is always changing • safety regulations • there's always new information • things are changing all the time
Creativity & Innovation	No Yes Yes No (not a big one) Yes	<ul style="list-style-type: none"> • ability to handle the increase in production challenges • particularly with new employees

Observation

1. There are some differences of opinion as to the need for further training in specific skill areas, however, there is considerable agreement, with writing, digital, problem solving, communication, collaboration, adaptability, and creativity and innovation being identified as skill areas in need of additional development.

In addition to the Skills for Success training that you've identified, what other training needs do you see?	
<ul style="list-style-type: none"> • all courses are good courses (always learn from them) • Union already does seminars & courses (but only for union members) 	<ul style="list-style-type: none"> • rights and responsibilities • union development courses (on-going through Union)

Observations

1. There may be opportunities to use "Lunch and Learn" so that course participants can share their new knowledge with others.
2. "Lunch and Learn" sessions could be used for "rights and responsibilities," which would benefit Union and non-union employees, alike.

How would training in those areas improve employee performance of their duties?	
<ul style="list-style-type: none"> • eliminate injuries (as much as possible) • enhance the work flow • increase job security and satisfaction 	<ul style="list-style-type: none"> • reduce turnover of personnel (although it is not particularly high)

Observation

1. The consensus is that job satisfaction would be enhanced, along with increased job performance.

How could the Union support training programs?	
<ul style="list-style-type: none"> • already supports education programs (e.g., GED given previously) • being encouraging 	<ul style="list-style-type: none"> • building a strong employer-employee relationship • moral support

Observation

1. The Union is strongly supportive of all educational programs.

Is there anything you'd like to add?	
<ul style="list-style-type: none"> • considers training programs a "great idea" • need to enhance communication frontline and supervisors/management • very supportive of this initiative 	<ul style="list-style-type: none"> • sometimes a problem is reported and it continues because the communication is not good (maybe because of processes or personalities)

Observation

1. As noted in answer to the previous question, the Union is strongly supportive of all educational programs and members feel that everyone can benefit.