
FG3 Production Workers' Transcribed Notes

A. Use of Skills for Success

Q.1 Let's start with the "Skills for Success" sheet: What are the most important skills for success that you need in your work?

- reading (including documents)
- numeracy (including documents)
- writing
- digital
- problem solving
- communication
- collaboration
- adaptability

Questionnaire: "Reading and Writing in Your Work": Distribute the two-part form and ask participants to complete it. [To be collected after Q.3 below.]

Q.2 Reading (With reference to the Questionnaire)

- (a) What sort of reading do you have to do in your work?
- (b) How important is the reading?

a.

- machine manuals
- group insurance
- email
- Safety Committee minutes

Also documents:

- organization

- safety (tools & chemicals)
- standards
- check blueprints vs. specs
- blueprints
- jigs (patterns)
- safety signs
- labels
- user assembly instructions (where required)

b.

- sometimes very important (e.g., safety & tools)

Q.3 Writing (With reference to the Questionnaire)

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

(b) How important is the writing?

a.

- time card
- production notes
- note additions to the user manual (where needed)
- assembly instructions (where needed)
- safety warnings (where needed)
- advertising copy

b.

- important

[Collect the questionnaires.]

Q.4 Numeracy

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

- measuring tape
- fraction equations
- placement of materials in the drawings
- cutting materials
- time management & reporting
- shipping & receiving materials
- ordering materials
- data conversions

Also documents:

- fabrication to proper specs

Q.5 Digital

How do you use digital devices in your work?

- computer-controlled cutting machines
- calculator
- phone

Q.6 Problem Solving

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

(b) Please give examples.

a.

- critical thinking
- creative problem solving
- memorizing information needed for different jobs
- job task planning & organizing
- using previous experience to solve new problems

b.

- recognizing potential problems

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?

a.

- supervisor
- management
- customers
- other employees
- outsiders

b.

- get directions
- quality control
- customer service (answer questions about products)
- workflow
- work conditions (health & safety)

Q.8 Collaboration

(a) What teams do you work on?

(b) What are their purposes?

a.

- Play Magic
- customer service
- marketing & sales

- purchasing
- research
- development
- plant
- b.
- mostly planning processes and actions and evaluation of them

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?

a.

- once in a while

b.

- if there was time, we could try them to see if they were an improvement; if they worked, we used them

c.

- sometimes

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?

a.

- from manual to computer-controlled cutting machines

- WHMIS (Workplace Hazardous Materials Information System)
 - expansion of product line
 - improved finishes
- b.
- change from manual to computer-controlled machines was difficult
 - keeping up with the job changes when new products are introduced is sometimes difficult
- c.
- supervisors learned, then trained us
- d.
- maybe more time to practice on scrap material
 - maybe more working in pairs while learning

B. Perceived Need of Training

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

- new products
- more new materials handling & storage
- new tools (e.g., graphic detailing)

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

- collaboration
- communication
- digital

- problem solving
- reading

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

- standardized training for use of all shop tools & machines
- aptitude tests for prospective employees

C. Implementation

Q.14 (a) What would be a good time to hold courses?

(b) How many hours per week?

a.

- during work hours

b.

- 2 or 3

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

Workers

- good attitude
- cooperation
- understanding
- appreciation

Management

- appreciation
- incentives

- acknowledgment

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

- social anxiety
- bullying
- lack of ambition
- time

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

- 1, mid-range, 10