

FG3-7's Collated Tables

Question — What are the most important skills for success that you need in your work?	
<ul style="list-style-type: none"> • all nine (x4) • adaptability (x3) • digital (x2) • numeracy (including documents) (x4) • creativity & innovation (1) 	<ul style="list-style-type: none"> • communication (x5) • reading (including documents) (x3) • problem solving (x5) • collaboration(x4) • writing (x2)

[Note: (x#) indicates that the skill was mentioned in that number of focus groups]

Question — Reading: (a) What sort of reading do you have to do in your work?	
<ul style="list-style-type: none"> • email • group insurance • machine manuals • sales orders • order confirmations • production specs/papers • Safety Committee minutes 	<u>Also documents:</u> <ul style="list-style-type: none"> • organization • safety (tools & chemicals) • standards • check blueprints vs specs • blueprints • jigs (patterns) • safety signs • labels • user assembly instructions (where required) • quality manuals
Question — Reading: (b) How important is the reading?	
<ul style="list-style-type: none"> • sometimes very important (e.g., safety & tools) 	

Question — Writing: (a) What sort of writing do you have to do in your work?	
<ul style="list-style-type: none"> • log sheets • notes (production) • safety warnings (where needed) • advertising copy • time card 	<ul style="list-style-type: none"> • note additions to the user manual (where needed) • assembly instructions (where needed) • payroll forms • quotes/sales

Question — Writing: (a) What sort of writing do you have to do in your work?

Question — Writing: (b) How important is the writing?

- important

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

- computing
- cutting materials
- data conversions
- financial statements
- fraction equations
- placement of materials in the schematics
- time management & reporting

- reading measuring tape
- sales documents/quotes
- shipping & receiving materials
- ordering materials

Also documents:

- fabrication to proper specs
- finishing to proper specs

Question — How do you use digital devices in your work?

- calculator
- photos of products
- computer-controlled cutting machines

- computer (accounting software, word processing)
- phone

Question — Problem Solving: (a) What sort of problem solving do you do in your work?	
<ul style="list-style-type: none"> • creative problem solving • critical thinking • decision making • job task planning & organizing 	<ul style="list-style-type: none"> • memorizing information needed for different jobs • problem solving • using previous experience to solve new problems
Question — Problem Solving: (b) Please give examples.	
<ul style="list-style-type: none"> • planning your day 	<ul style="list-style-type: none"> • recognizing potential problems

Question — Communication: (a) Who are the people or groups you have to communicate with in your work?	
<ul style="list-style-type: none"> • customers • “everyone” (“to get things done”) • management 	<ul style="list-style-type: none"> • other employees • outsiders • supervisor
Question — Communication: (b) What is the purpose of the communication?	
<ul style="list-style-type: none"> • get directions • quality control • customer service (answer questions about products) 	<ul style="list-style-type: none"> • work flow • work conditions (health & safety)

Question — Collaboration: (a) What teams do you work on?	
<ul style="list-style-type: none"> • Play Magic • accounting • customer service • marketing & sales • purchasing 	<ul style="list-style-type: none"> • production • Safety Comm. • plant • research • development
Question — Collaboration: (b) What are their purposes?	
<ul style="list-style-type: none"> • mostly planning processes and actions and evaluation of them 	

Question — Creativity & Innovation: (a) Have you sometimes seen ways to improve work processes??	
<ul style="list-style-type: none"> • once in a while 	<ul style="list-style-type: none"> • yes • no
Question — Creativity & Innovation: (b) Were the changes made?	
<ul style="list-style-type: none"> • if there was time, we could try them to see if they were an improvement; if they worked, we used them 	<ul style="list-style-type: none"> • yes • no; cost too much
Question — Creativity & Innovation: (c) Did they work out as you had thought?	
<ul style="list-style-type: none"> • sometimes • yes 	<ul style="list-style-type: none"> • too complicated to learn

Question — Adaptability: (a) What changes in the workplace have you seen in the past that have required retraining or improved skills?	
<ul style="list-style-type: none"> • LEAN has been introduced • new products • new methods of materials handling & storage • from manual to computer-controlled cutting machines 	<ul style="list-style-type: none"> • WHMIS (Workplace Hazardous Materials Information System) • expansion of product line • improved finishes
Question — Adaptability: (b) Was it difficult to adapt to the changes?	

<ul style="list-style-type: none"> • change from manual to computer-controlled machines was difficult • keeping up with the job changes when new products are introduced is sometimes difficult 	<ul style="list-style-type: none"> • no • took a while to learn • not enough time
Question — Adaptability: (c) What supports were you given to help you adapt to the changes?	
<ul style="list-style-type: none"> • the training was good 	<ul style="list-style-type: none"> • supervisors learned, then trained us
Question — Adaptability: (d) Were there other supports that you wish had been available?	
<ul style="list-style-type: none"> • maybe more time to practice on scrap material 	<ul style="list-style-type: none"> • maybe more working in pairs while learning

Question — What changes do you see coming in the future that will likely require further training?	
<ul style="list-style-type: none"> • more LEAN training • more new materials handling & storage • new products 	<ul style="list-style-type: none"> • new tools (e.g., graphic detailing) • product differences • changes to Health & Safety standards

Question — In which Skills for Success areas would you like to see additional training (either for yourself or others)?	
<ul style="list-style-type: none"> • adaptability • collaboration (especially, team building) • digital technology skills • problem solving (especially, job task planning & organizing) 	<ul style="list-style-type: none"> • oral communication (very important) <ul style="list-style-type: none"> • at the supervisor level • at the production level • reading (especially, documents)

Question — What other types of training would you like to see offered?

<ul style="list-style-type: none">• aptitude tests for prospective employees• professional development (accounting designation)	<ul style="list-style-type: none">• standardized training for use of all shop tools & machines• auto-cad
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Question — (a) What would be a good time to hold courses?

<ul style="list-style-type: none">• during work hours• evening, if paid	<ul style="list-style-type: none">• weekend, if paid
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Question — (b) How many hours per week?

<ul style="list-style-type: none">• 2 or 3	
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Question — What could workers and management contribute to a program to make it successful?

<u>Workers</u> <ul style="list-style-type: none">• appreciation• cooperation• good attitude• understanding• willingness to participate• willingness to share & listen to others	<u>Management</u> <ul style="list-style-type: none">• acknowledgment• appreciation• encouragement• incentives• participation
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Question — What, if any, do you feel may be barriers to people participating in courses?

<ul style="list-style-type: none">• bullying• feel it won't help• if no value in it	<ul style="list-style-type: none">• lack of ambition• social anxiety• time
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Question — On a scale of 1 to 10 (10 high), how interested do you think people would be in a course?	
<ul style="list-style-type: none"> • 2, 4, 5, 7, 8 (consensus by group) 	