Expert Interview Summary

Project Objectives

- Keep team up-to-date with trainings
- Ensure all team members are familiar with policies and procedures
- Create an ongoing resource

Project:

- Used as a review for current staff and a intro for new staff
- Track to see if everyone has completed the review
- Not boring
- Not too long
- Want it before next employee gets on-boarded
- Not too hard (not everyone is computer literate)
- Maybe a game? Jeopardy Style/Bingo/Tick-tac-toe at the end???
- separate lessons from game
- Concerned about keeping them engaged

Trainings:

- 30 mins
- On payday (every other Friday)
- Flip-Flop between Safety and Maintenance
- The guys get bored
- Superintendent Leads (minimal interaction)

Team:

- 6 guys (9 positions)
- Demographic: multi-racial
- Age: 25-60
- Income: Middle-class
- Mentality: Blue-collar, put in your time
- "Good group of guys"
- One resistant to technology
- Ed: HS, GED, College