**Card Sort:**

**Process:**

1. Lay out skill cards on a table and ask participant to choose the ones they think are most important for a potential employee.
2. Ask the participant why they chose specific skills, if they have trouble finding candidates with those skills, etc.
3. Ask participants to identify which skills or qualities they find are lacking in their company
4. Find the needs and fulfill them by aligning with desired employee values

**Questions:**

* Explain why you ranked these skills the way you did.
* Why was this skill important to you? What about those that weren’t as important?
* What skills do you think the majority of your employees currently have?
* Are there any of these you wish they had? Are there any opportunities to develop these skills?
* Describe the hiring process and candidate’s tech skills

**Things to Document:** Audio/video record interaction, photos of final card sort with notes on reasons.

**Business/Work Development Center Observation:**

**Process:**

1. Shadow employees in technical positions and observe their behavior
2. Discover where they are overworked and need relief
3. Observe process/task inefficiencies
4. Observe emotions throughout the day (when are they frustrated, excited, indifferent...)

**Questions:**

* What task are you working on?
* How do you feel about completing this task?
* How much of your day to day requires use of technology? How did you acquire the skills to operate/complete this task?
* When you think of technology, what comes to mind? How do you feel about technology?
* Are there skills you wish you had that might make your job easier?

**Things to Document:** Audio/video record interaction

**“Craft your Ideal Employee”:**

**Process:**

1. Provide 3 job postings from employer
2. Ask employers to expand upon the postings and what they were looking for in an individual. How do they assess these qualities?
3. Have the employer describe their ideal employee, as imaginative as possible
4. Consider the “ideal employee” for a week and document moments where the “ideal employee” was needed in a notebook
5. Elicit feasible skills and qualities from the ideal in order to fit the needs of the company’s recruiting process

**Questions:**

* What were you looking for in an individual in these job postings? How do you assess these qualities? In a resume, in an interview, in a testing scenario
* How would you define these skills and levels of proficiency?
* How does this “ideal employee” differ from your current employees?
* When do you think this employee would be helpful in your everyday work?

**Things to Document:** Audio/video record interaction, take notes on the job posting, how they piece together the ideal employee, moments where “ideal employee” help was needed

**Intercepts**

**Process:**

1. Intercept job seekers at WorkOne
   1. Why are you at WorkOne? What type of job are you looking at/applying for?
   2. How would you describe your tech abilities?
   3. Do you hope to use technology in your career? Current job?

**Things to Document:** Audio/video record interaction, take notes on their answers