

Focus Group Transcript 5.29

Interviewer 1: Okay it should be recording. I'll start with the first question. What is your overall impression of the user experience and how does it compare to similar tools you've used before?

Participant 1: I thought it was really user friendly, the design was also catching, so it caught the attention. And I found to be fairly easy.

Interviewer 1: Okay

Interviewer 2: Have you used any tools that are similar in the past or is this the first type of tool that you've used like this?

Participant 1: No, I've used a tool like this is in the past. I used to work for, [Company name]. We had this type of interaction and yes, I've used this before.

Interviewer 2: Okay, great. And were there any specific things that made it easier or difficult to use or how difficult or easy did you find it overall?

Participant 1: The only thing that I found was that I would like to see a module definition. So, like I finished the module and I know that I'm transitioning to the next module. I found it to be... I found it was super easy, it was catching, like the design, it was very nice. But it was just hard to understand when I was transitioning to one module to the other, to the next one. I think that was the only thing that I found to be... not you know... not hard. It wasn't hard, it was just like oh okay am I going to the next one? I'm going to the next one. That was the only thing that I found.

Interviewer 2: Okay great, that's very helpful. Are there any other parts where it felt like you were stuck or not sure what to do next?

Participant 1: No. Like I said, I felt like it was super easy. The flow was great. The only thing that I questioned was the transition.

Interviewer 1: Okay, when you started a module how clear was the goal of the module and what you were expected to do?

Participant 1: I think that everything was aligning with my expectation, to be fair. I think it was... Honestly it was simple questions, very straightforward, I just, yeah, it was not a surprise. It was very nice.

Interviewer 1: Okay

Interviewer 2: Were there any spots where you felt like it was not as interactive or more interactive?

Participant 1: No, I just recall, a quote. And this might be my personal opinion. Please don't take it personally. But I remember seeing a quote from [Pop Star's Name]. And I was just like oh, okay. The impression that it gave me was that it was not too professional. It was kind of odd, you know. I was totally not expecting this. And I felt like it could be more... like it was a quote from someone else aligned with the topic, that would be more pertinent in my vision. I felt it a bit strange.

Interviewer 1: That's good feedback though, thank you.

Interviewer 2: Are there particular individuals or types of people that would be the types of quotes you would expect to see, or that you would want?

Participant 1: Yeah, I think that we are talking about health, we are talking about health in the working environment and so maybe a health professional? Someone that has an MD or I don't know, it doesn't have to be anyone famous. Just someone that you know, fit in the context. That's the only thing that I found.

Interviewer 2: Great that's very useful. And with the different skills, did you get to practice a skill right after it was introduced as you went through?

Participant 1: Yes, yes, I did. To be honest with you... if you could remind me of the skills that we had? I remember I practiced but I took the quiz a while ago, so it would be helpful if you remind me of the skills.

Interviewer 1: Yeah, communication was one of them

Participant 1: Right

Interviewer 1: One was just an overview of what total worker health is. One was specifically for disruptive events... I just want to introduce [Participant 2] who's joined the focus group. We are just talking about what your overall experience is of the user experience and how easy and usable you feel like it is. Right now. So, if you have anything to add?

Participant 2: Yeah, I don't think I have anything to add. It was interesting. I need to remind myself a couple of things, it's been a while.

Participant 1: That's what I just mentioned. That's what I just mentioned yeah. I don't recall exactly the skills that we were talking about.

Participant 2: Yeah. Let me see, if I can pull up, because I did some writing on that. But it was pretty fast. It was a pretty fast program as well. Which is nice because if you're trying to get people to get things in a fast way, if you're not trying to do a long program, it was a nice, way to deliver the information.

Participant 1: And I felt the same thing. I thought it was not too long, not too short.

Interviewer 1: Did you... How many modules did you look over, out of curiosity?

Participant 2: I did the first one and the second. That was, that's what I remember.

Interviewer 1: Okay

Participant 1: I think I've done... I think I did almost all of them. Like I said at the beginning I thought it was one thing. You know, the transition from one module to another, was not clear to me. So, I kept doing it, you know, so, yeah.

Participant 2: Yeah, and I only didn't do that because I had kids over me, ha-ha.

Interviewer 1: Where did the guide feel truly interactive and not like you were just clicking next?

Participant 2: Good question. I liked the... on the points that it were selecting and it was like... you had to click on the program to display the information. So, that was a nice thing. It's not like something is just being presented. You had to actually click on the content to read whatever was there. Does that make sense?

Interviewer 1: Yeah, yeah.

Participant 1: I felt the same way, I didn't feel like it was boring or anything. I felt like it was interactive. The design and the colors and everything it was catchy as well. For us it will keep the attention.

Interviewer 1: Was there anything in specific that drew your attention more? Like the videos or the quizzes or anything like that?

Participant 2: Yeah, nothing stand out that much. Because we... at the company that I work right now, we do a bunch of training like that. So, it was not, none of that was... I'm not talking about the information but as a way to deliver the information, none of that was new for me?

Interviewer 1: Mhmm

Participant 2: Yeah, for me, it was more of the same of what I do on a daily basis. But it was fine. Like I mean it was well structured, so.

Participant 1: Yeah, and I felt the same way like I said, the company that I used to work for before. It was just the same way; it felt like more of what I used to do. I don't see that in the company that I'm working with right now, but I've been introduced to this type of quizzes and structure in the past.

Interviewer 2: Do you feel like... I guess a clarification question, when you're saying like you've done things like this in the past. Are you referencing that you've done similar modules like you've worked through or similar content that you've seen before.

Participant 1: Both, both. For the previous company that I've worked for. Not the company that I work for now. I don't see them talking much about this type of subject. But for, [Company Name] where I used to work for many years. Yes, this is a part of their culture. And I was introduced to the topics and the structure, the same way, yeah.

Interviewer 2: Did the pacing of the content feel right?

Participant 1: I thought it was right. Yes, I feel like it wasn't boring, it wasn't too much. The pace was smooth. Like I said, the only thing that I would like to see in a different way was one transition to another. Like something, a message, "you have now completed the first module, congratulations" or "good job" or "well done", let's introduce the following one. That's the only thing that I overall, that's the only thing that caught my attention.

Participant 2: Yeah.

Interviewer 1: Did you feel the modules were the right size? Were there any places where you felt like you were skimming or it stalled a little bit?

Participant 2: It didn't, it didn't feel like it was intentionally built to be a deeper presentation.

Interviewer 1: Okay

Participant 2: It felt more like a high-level summarization of the content. Which again as I said, it's probably fine, depending on what you're trying to achieve. I mean, I like it. But to [Participant 1]'s point I think it makes sense to have something more, drastic in saying hey you finished this module, you're moving into the next one. Cause I did the first, I almost did all of the second one, and that's when I noticed oh okay, I'm already doing two.

Interviewer 2: Mm. Mm-hmm. It sounds like you both have similar feedback in that regard that the transition is helpful to have some sort of clear... this one is complete, would like to move on to the next one.

Participant 2: Especially if you don't expect someone to fly through all of them, right?

Interviewer 1: Mm-hmm.

Participant 2: But again, maybe that's by design, so. And if that's the case, well done.

Interviewer 2: Were there any areas where you would've wanted to hear more information, or you would've wanted to dive deeper, specifically?

Participant 2: To be honest with you, I'd have to go through it again, because I can't remember and I can't find my notes here.

Participant 1: Yeah, and to be honest, I don't remember either, when you just joined, we were... I was just asking them to remind me of the skills. Cause I... honestly don't remember right now.

Interviewer 1: Yeah, let me send a link to the website again, so that everyone can revisit it.

Participant 1: Okay I'm opening it right now.

Participant 2: Okay and I even think that I called out the... one of the items was not working.

Interviewer 2: That's definitely good to know, that helps with understanding where people get stuck. Because if something isn't working, we definitely want to fix that.

Participant 2: Yeah, and I think I sent a message... An email...

Interviewer 1: Oh, it might be in the comments of like the survey. I can check that to see what it is.

Participant 2: Yeah, I'm flying through here just to see if I can find it...

Participant 1: Okay now that you sent the link, I remember that I really enjoyed the section 1. Because I feel like especially coming from a company that used to talk and do things to protect the workforce mental health and physical health. And now in a company where no one talks about it. I think that it's of a great value to mention that a healthy workforce is a productive workforce. And I think this is so true, and I really enjoyed seeing that. Because I am living the reality of seeing two different companies. One where it values the mental health and physical health and the other that... Let's just keep working you know. And I really liked it. The first section.

Interviewer 1: That's great that you can actually see the difference with companies that way.

Participant 1: Yeah. It's sad. I spent 13 years working for the same company so in my mind it was just like... Oh everyone might do this, you know. But now I'm seeing a different reality, so yeah. I think it's very important.

Interviewer 2: Do you think that this provides you the information or some of the resources to bring some of those things to your workplace? These ideas of engaging with others, promoting health, you know?

Participant 1: Yeah, in the company that I work for, the organization, they talk about health. They have sometimes like devotionals or speakers coming to talk about health. But nothing else is done, you know.

Interviewer 1: Mmm

Participant 1: We go back, we keep up the same pace, we keep up the same routine. Nothing changes, you know. So, I, I don't see how today, in the organization that I'm working for, how I can bring this topic. Yes, I don't know. I would love to have more, room and opportunity to see and to talk and communicate and talk about this thing this idea and advocate for this idea. But I honestly, in my current environment I don't see how.

Interviewer 1: Okay that's good to know, thank you. Were there any visuals that helped you learn extra, in particular? Now that you can see the guide, it might... things just like photos, diagrams, videos.

Participant 1: Yeah, I think everyone was, there was nothing that stood out or caught my attention. Like Oh Okay. I just felt like everything was great.

Interviewer 1: Oh good.

Participant 1: I felt like the plus signs and the places where we click to know more and receive more information it was just expected. It was nothing where I felt like wow. Let me see I'm going through this all over again. Let me see if I remember anything else. I think that's it. I think it looks great. Test your knowledge, leaders, workers, let me see what else.

Participant 2: Yeah, I submitted the feedback t. I'm seeing this because I sent this to [Employee Name] I submitted feedback that the training wasn't working at one point. But I just can't find it? Perhaps you guys fixed it, and I don't know where it is right now?

Interviewer 1: Yeah, I can check with him later as well.

Participant 1: I also provided the feedback, in writing to him.

Interviewer 1: Okay

Participant 1: Yeah, but like I said, I think it looks great. I think it was very... the flow was... the pace and the flow and the information all of the content was very nice, it wasn't heavy to learn, it was quick. Which I think is important because if it's something that takes too long, we just, we lose our attention. So, I think it was great message, great content, great images. But nothing that like caught my attention besides the [Popstar name] quote that I mentioned to you.

Participant 2: But I do like how colorful it is.

Participant 1: Yeah

Participant 2: And now that I'm thinking it through... Like the way that you guys stipulated the colors here, just it makes it... It makes it... If you know what you're flowing through, it makes you understand that hey yeah, you shift sections here.

Interviewer 1: Yeah, but we should be more clear with that, like you guys were saying.

Participant 1: Yeah. Now that... Well after I learned that I was flowing through one module to another, when I can see that one color, on the first page we can see that. But I didn't notice while I was navigating and actually doing it.

Interviewer 2: Like maybe some sort of navigation bar that shows where you are or something like that.

Participant 1: Yeah.

Participant 2: Yeah or perhaps provide people with a certificate. Like hey you just barely finished foundations. You just barely finished communications. Then you flag some box so they can see that in the future as well right. If they have a login to go through and see the training, they can see what they already performed or what's missing.

Participant 1: That's great that you mentioned that's very aligned with what I suggested them as well. We are on the same page.

Participant 2: Nice!

Interviewer 1: Was there any terminology or jargon that was used that was like unfamiliar or could use more clarification?

Participant 1: No, I think.

Participant 2: What I didn't know, you guys gave definitions, so.

Interviewer 1: Okay.

Participant 2: And even the things that I did know, you guys gave definitions as well so, I think it was, I think it's good on that point.

Interviewer 2: I also wanted to ask if there were specific things from the guide that you could apply this week? Do you feel there are concrete takeaways or things that you would be applying.

Participant 1: I liked section 3 where you talked about planning. And even though I don't have much room in my current organization today, I think that this is great, that this is very important. It helps us understand and maybe initiate and start conversations about... in

conjunction with the other modules as well. Like why this was important. I felt like that was something that can help people organize the idea in their mind and how they can put it in action. Yeah, I think that's...

Participant 2: Yeah, I did the communication one.

Interviewer 1: Mmhm.

Participant 2: I mean there are couple things, we all can improve in things right. So, as I said, none of the things that I saw that were new to me. Because the company that I work right now, they do extensive works on this kind of training.

Interviewer 1: Mmhm.

Participant 2: So, it was good to overview everything again. But one thing I think that they do a little bit better than what I saw here right now. For example, in the communication section, there is a part where you ask us... if you're reading in the big yellow block.

Interviewer 2: Mmhm.

Participant 2: You kind of ask, hey take time to think deeply about each question, consider writing down your response or discussing them with your team. And I'm expecting you're expecting me to go get a paper and do that. But perhaps if we could have something on the application where we could write it down, summarize, like hey this is the step by step of what we're asking you to do right now. That might guide people through your thoughts for the training.

Interviewer 1: That's a good idea.

Participant 1: Yeah, good idea.

Interviewer 2: As a follow up question, it sounds like some of these ideas are things you've had a lot of trainings about before, or that you're familiar with in some extent. Is the concept of total worker health, is that something that you were familiar with or that you've had in trainings as well?

Participant 1: I've had this before yes.

Participant 2: No that's the first I hear about it, at least in these terms.

Interviewer 2: Both ends of the spectrum. Do you think that the ways that they... all these different areas: communication and dissemination, program planning, implementation, and evaluation Do you think that was clear how those tied back to the concept of total worker health?

Participant 1: It was clear to me. And like I said, I think that I've done all of the modules. So, I feel like it was a great flow, one topic to another.

Interviewer 1: Is there anything that stood out compared to other trainings you've done? That like we did better or we could really like improve on?

Participant 1: No, I think that my observations, it's what I already mentioned before. It was great. It was a great flow. Topics were clear, you have a lot of definitions, a lot of explanations, all of the modules that we went through. And yeah, nothing really stood out but nothing disappointed. It was, it was great you know.

Participant 2: I like it as well, the only thing that I would probably say is perhaps if you have some. And this is the idea I just barely said right. If you can put in the training, what you would actually like to have people fill out, and perhaps they have a way to print that out. Just save it in a pdf. That might be a good way to make it more interactive than what it already is.

Interviewer 1: Did you click on any of the resources at the end of the module? Did you see that any of those were like useful?

Participant 2: Yeah, I notice that you guys sent us to a bunch of links. Some of those were like total worker health, some of them are in the [Organization name] I did not go through reading all of them, but I did click through most of them.

Interviewer 1: Okay

Participant 2: So, but again, if you're looking to get more information on the subject then yes that's pretty useful. You're providing with some even some national health institute, there are some articles as well, so I think that it's helpful the way that you guys, provided the links.

Interviewer 1: Okay, thank you.

Participant 2: I'm not sure if all of them are free to use. That's another thing, like if you're providing us with a national library of medicine archive that I have to pay a fee to access that's probably not very helpful. At least not for me because I don't have access to that kind of thing. But maybe the population that you're trying to engage in, that might not be a problem.

Interviewer 1: Regarding some of the visuals or media that was used, if we removed one media element what would you miss, and what wouldn't you miss if it was removed?

Participant 2: I like the videos.

Participant 1: Me too.

Participant 2: If you take the videos out, it breaks the... Cause like if you only have videos, it's a problem, but if you only have writing it's also a problem because it becomes boring, right? But you have other elements, you have boxes to click which is great, you have visual transitions, in some... For example, I'm in number 3 here, why it matters, and if you click on that one, it has a nice transition. It pops up an image with not a lot of text. Which is also nice, it's very summarized.

Interviewer 2: Are there any other things you would've liked to see to make it more interactive? It sounds like getting to change from the reading to the video was nice. Are there other things you would've liked to see?

Participant 2: Not on my side, yeah.

Participant 1: Yeah, no I think it's great. Just say congratulations at the end or that's it. Thank you or something. More like you've finished or that's it.

Participant 2: That's actually a good point like if I go through everything and I get through the eighth module what happens? Oh, there's only a thank you at the end.

Participant 1: Yeah, but not throughout the transitions.

Interviewer 1: Like maybe one of those after each...

Participant 1: Yeah

Participant 2: Or perhaps a summary of whatever we went through

Participant 1: Yeah, like thank you for finishing this, you have completed the communication or dissemination, I don't know, a quick summary of what was done.

Interviewer 1: Yeah, that's a really good idea too, yeah. I think that's all the main questions we had. [Interviewer 2] do you have anything?

Interviewer 2: I think yeah that we covered the majority of the questions. I guess the final question would be that if there's anything else that you would like to share or you would want us to know about the guide to improve it or make it more useful to you guys in the workplace? I think that's the biggest goal to make sure that this is something that is relevant and it helps you to take it back to work. Or are there any other things that we should consider?

Participant 1: No, I think that on my end, I already mentioned my feedback and the things that could be improved and yeah overall it was great.

Participant 2: Yeah, I like it too. As I said. You can always make it a little bit more interactive. If you add a place for people to write. Perhaps they can manage to get a pdf out of it. And if they're doing something with their manager or anybody that they... if they're a leader, if they're doing anything with, they're leader or people that they're leading, it's nice to have that in print sometimes.

Interviewer 1: Mm-hmm.

Participant 2: But again, I think it's colorful, I think you have a lot of different resources so, it's nice.

Participant 1: Yeah, good job.

Interviewer 2: Thank you both for the wonderful feedback and input it was very much appreciated.

Interviewer 1: Yeah, it was helpful, you guys had a lot of great ideas.

Participant 2: Awesome, great, glad we could help.

Participant 1: Thank you so much.

Interviewer 1: I'm gonna stop the recording.