



The Mind of the Food Worker

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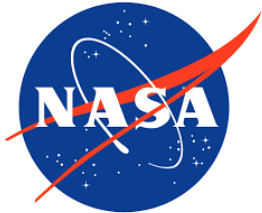


Why Conduct a Survey among Food Workers?

- Minimal demographic/psychographic information available
- Historical research has narrow focus (i.e. foodservice)
- Extreme diversity in age, gender, culture and experiences exist
- Leadership, management and front line worker alignment unknown
- Food worker needs/preferences lacked definition



The Center for Research & Public Policy



Introduction & Methodology: Food Worker

- CRPP was commissioned by Alchemy Systems to conduct surveys as part of a study entitled: *The Mind of the Food Worker*
- The study was designed to collect food worker input on technology, employment, education/training, safety, health and communications.
- The survey was conducted randomly among food workers in the United States and Canada
- The food worker research included a comprehensive online survey among 1,203 food workers
- This survey, fielded July 3-16, 2015, included those working in:
 - **Production:** worked at farms, ranches, and slaughter houses
 - **Process:** worked at such places as meat or food processing plants, dairies, or commercial bakeries
 - **Distribution:** worked at places such as cafeterias, restaurants, grocery deli departments and food distribution companies
- Additionally, 836 surveys were administered on-site at production, processing and distribution facilities nationally and within Canada over a two-week period July 27 – August 7, 2015

Introduction & Methodology: Food Industry Leaders

- The study included surveys among U.S. and Canada leaders in the food industry on:
 - Management concerns
 - Obstacles faced
 - Where time is spent
 - Production efficiency
 - Employee engagement
 - Operational strengths and weaknesses
- These online surveys were conducted July 20 – August 7, 2015
- A total of 79 surveys were completed among randomly selected food industry leaders
- A BIG thank you to our participating customers!

Food Industry Workers: Survey Areas

- Quality of life
- Use of technology, internet and social media
- Perceptions of training/coaching
- Preferences for learning / training methods
- Views on safety and injuries
- Perceptions of support on the job
- Views on employment, advancement and satisfaction
- History of working while sick
- Questions specific to supervisors
- Demographics

Food Industry Leaders: Survey Areas

- Concern levels on such as liability, employee literacy and safety
- Views on where leaders spend much of their time
- Assessment of operational strengths and weaknesses
- Views on efficiency
- Approaches to employees such as training, automation, learning accommodations
- Views on employee training retention
- Including employees in training development
- Employee safety training
- Perceptions of how frequently employees work while sick

Survey Highlights



Good news!



Opportunities for Change



Heads up



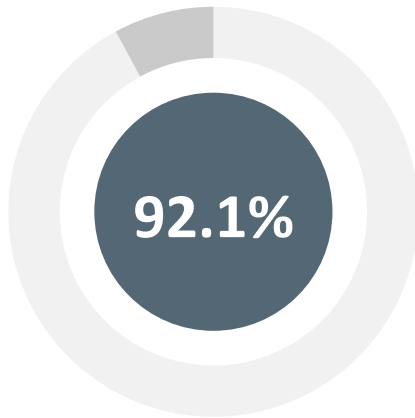
Key Takeaways



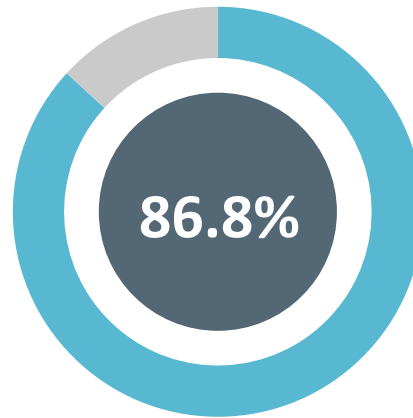
Good news!

Leadership Survey Results

Positive ratings on both food safety and worker safety.



FOOD SAFETY



WORKER SAFETY

INSIGHT:

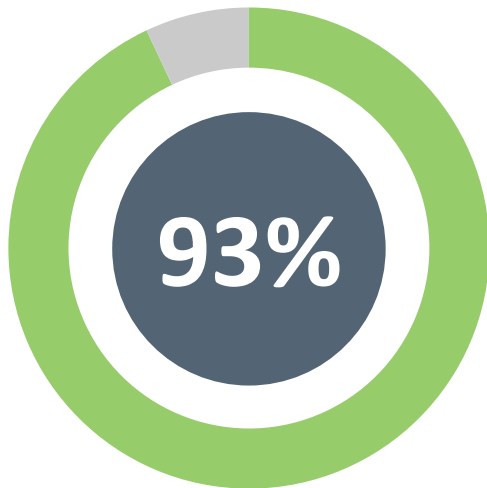
Companies are focused on food safety AND worker safety.



Good news!

Food Worker Survey Results

Do you have the confidence to stop working when you see a safety or product problem?



Strongly or somewhat agree

INSIGHT:

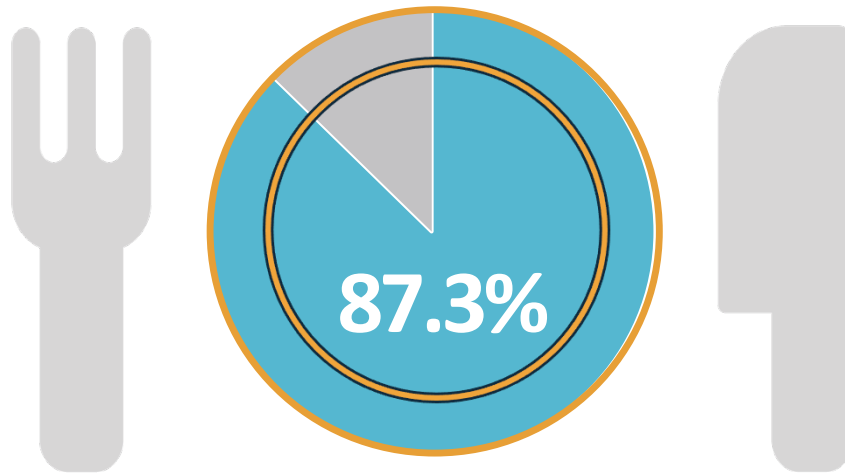
Large majority of employees understand their role in both food safety and workplace safety and are accountable.



Good news!

Food Worker Survey Results

I would serve the food we make to my own family or children.



Said YES

INSIGHT:

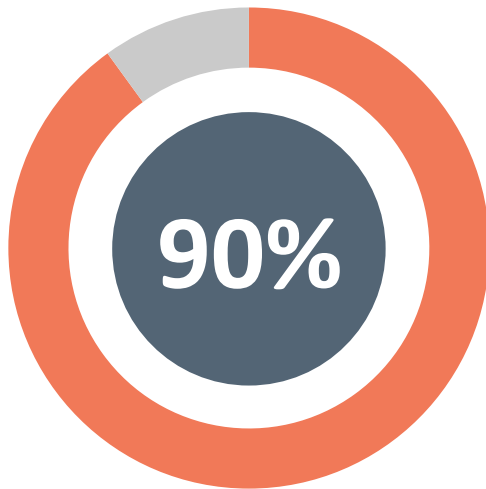
Large majority of food workers trust themselves and their co-workers in ensuring the integrity of the products they produce.



Good news!

Food Worker Survey Results

Percentage of employees that feel very or somewhat responsible for customer health.



Very or somewhat responsible

INSIGHT:

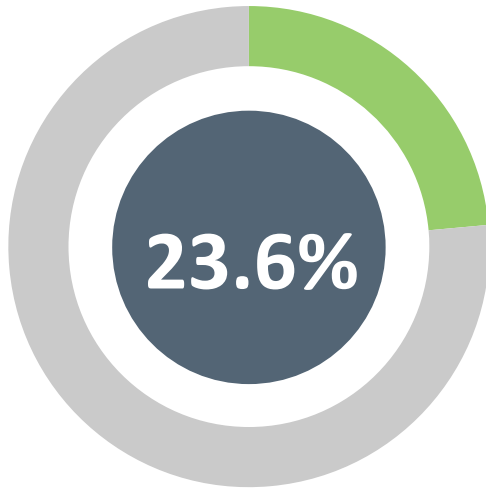
Impressive majority of employees connect the 'why' behind food safety and are accountable.



Opportunities for Change

Leadership Survey Results

If the least productive (bottom 25%) of your own workforce was as productive as the top 25%, by what percentage would that increase efficiency at your company?



Average responding said efficiency would increase by 23.56%

INSIGHT:

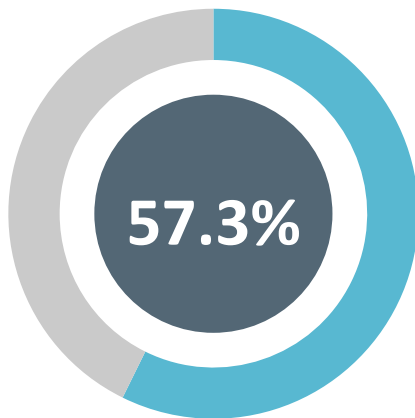
HUGE productivity gains to be attained with a laser focus on critical behavior alignment.



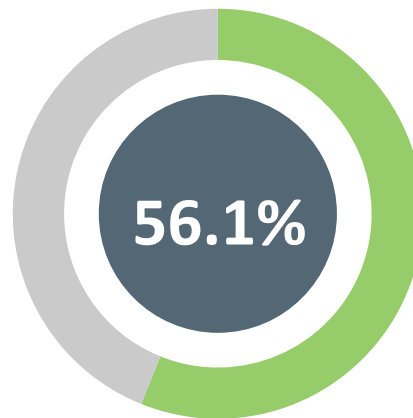
Opportunities for Change

Food Worker Survey Results

Frontline workers were asked to indicate the formats for training that work best for them individually?



Said on the job
with a supervisor



Said on the job
with a co-worker

INSIGHT:

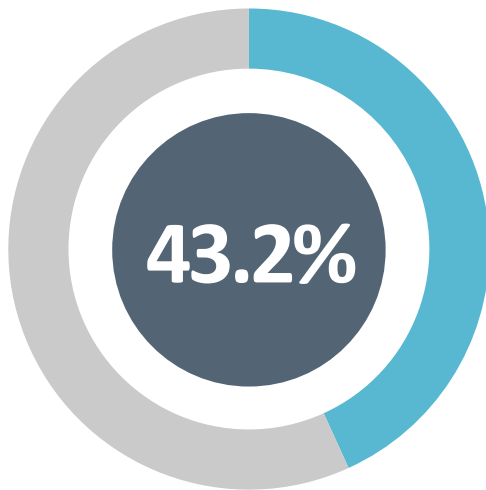
Acknowledge the impact of 'on the job training,' identify inconsistencies and leverage both supervisors and co-workers as learning resources.



Opportunities for Change

Food Worker Survey Results

Percentage of food workers who rarely or never receive coaching from manager/supervisor.



Rarely or never receive coaching

INSIGHT:

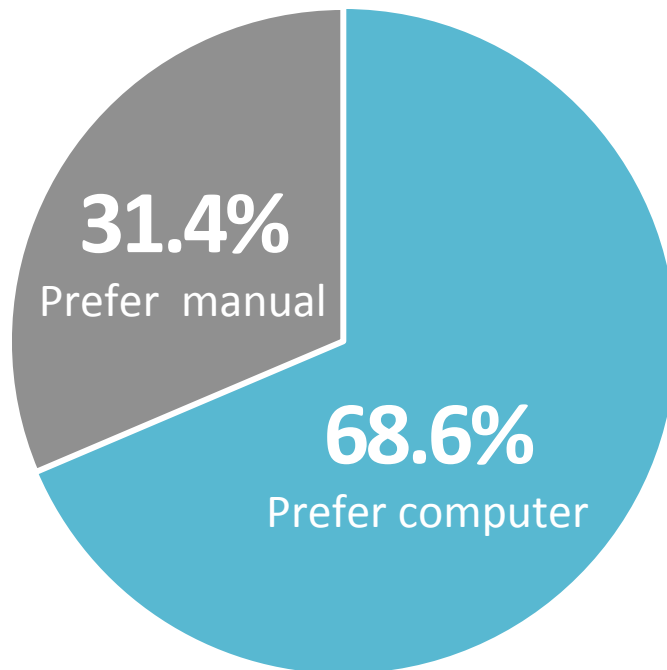
Consider the value of engaging the employees, evaluating their behaviors and soliciting their feedback.



Opportunities for Change

Food Worker Survey Results

Percentage of the frontline workers who preferred learning on their own preferred computer-based training or eLearning vs. reading a manual/SOP.



INSIGHT:

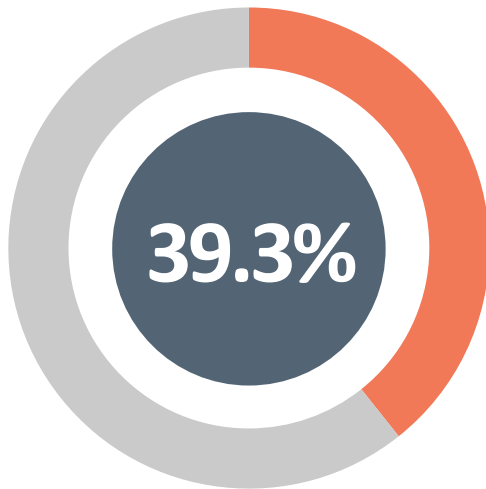
Consider generational preferences in learning policies and procedures.



Opportunities for Change

Food Worker Survey Results

Training is sometimes too complicated or difficult to understand.



Strongly or somewhat agree

INSIGHT:

Ensure good instructional design is applied to training courses:

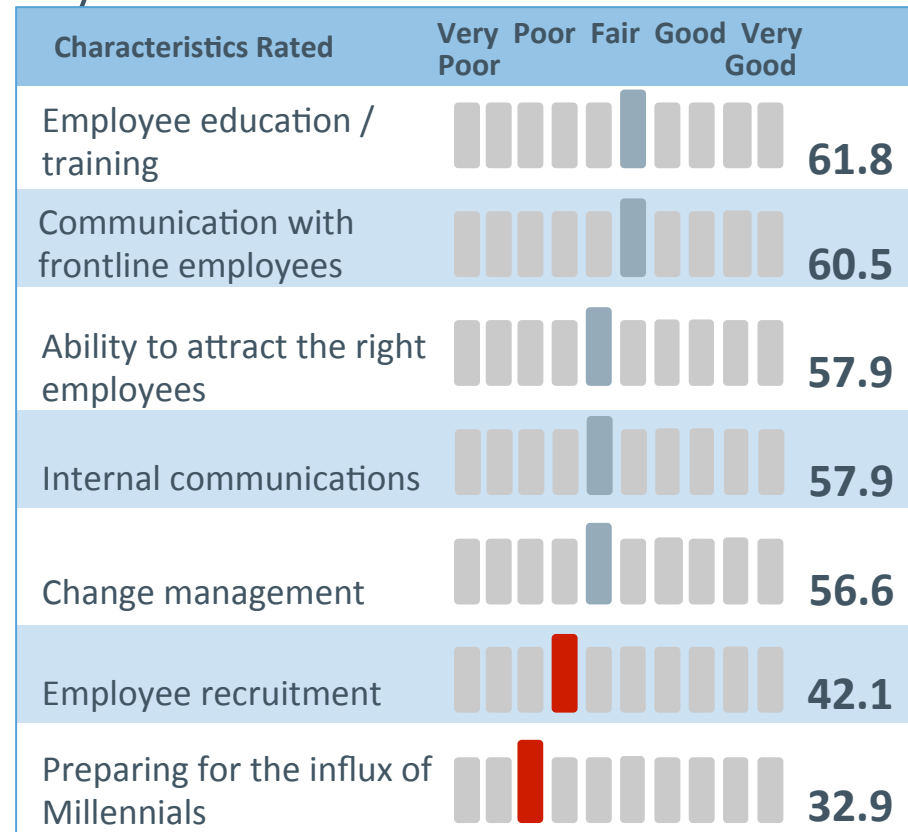
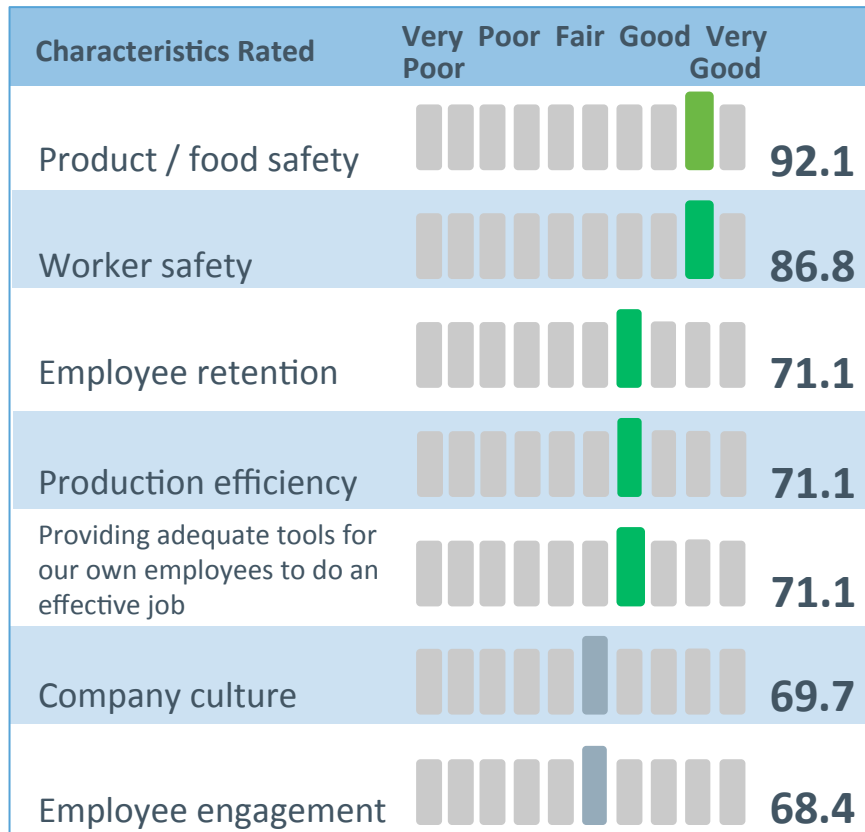
- Analysis
- Design
- Development
- Implementation
- **Evaluation**

Opportunities for Change



Leadership Survey Results

Leaders were asked to rate their own company 1-10



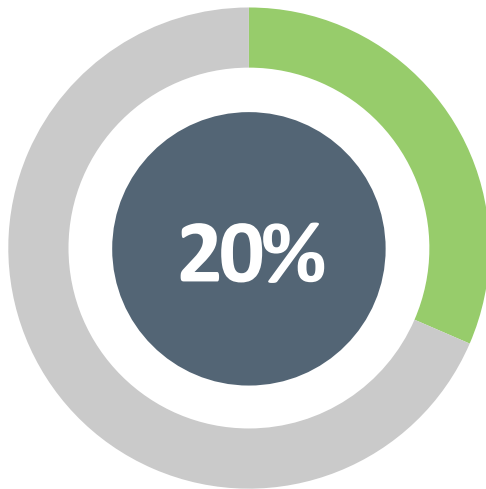
Average rating was **FAIR**



Opportunities for Change

Food Worker Survey Results

Rating the quality of onboard training.



Not good

INSIGHT:

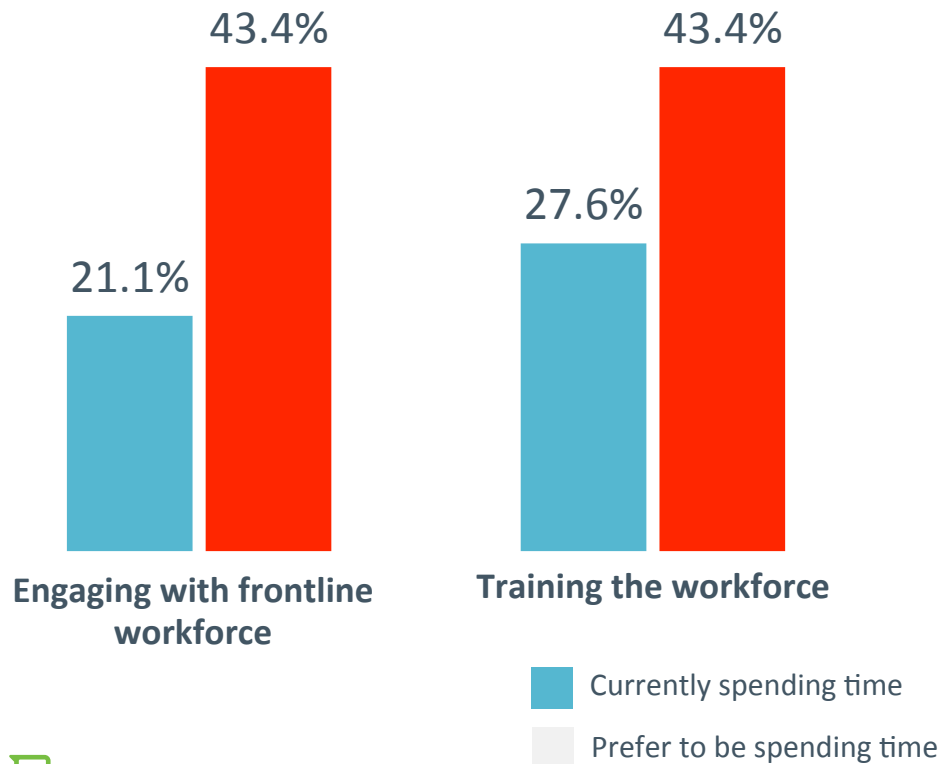
- Ensure training success metrics are established
- Routinely evaluate employee behaviors against training learning objectives
- Consider breaking up learning events into smaller chunks over time.



Opportunities for Change

Leadership Survey Results

Leadership was asked to indicate where they spend most of their time currently and where they would prefer to spend it.



INSIGHT:

Maybe there is executive support for engaging the frontline employees if tied to operational metrics?



Heads up!

Leadership Survey Results

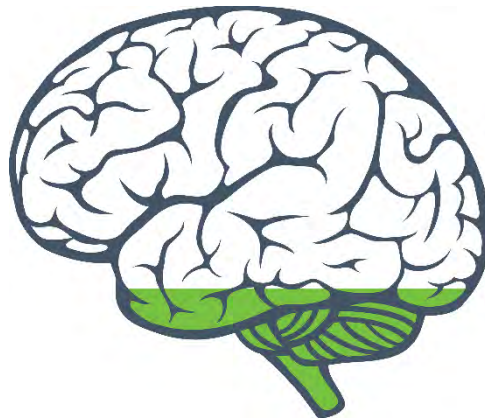
How much of the onboarding training employees will recall knowing and remembering.

79.2%



What employees say they remember

19.7%



What leaders say employees remember

ALL OR MOST

INSIGHT:

Huge gap between workers and leaders.



Heads up!

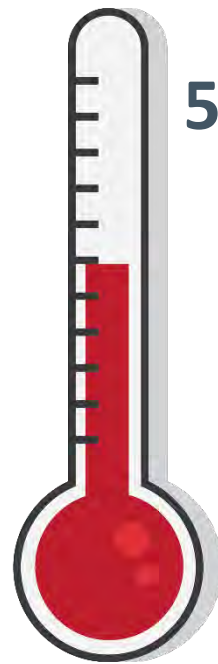
Leadership Survey Results

How often leadership believed their workers go to work when they are sick.



18.4%

What Leaders Think
Employees Do



50.8%

What Workers
Actually Do

Always or Frequently

INSIGHT:

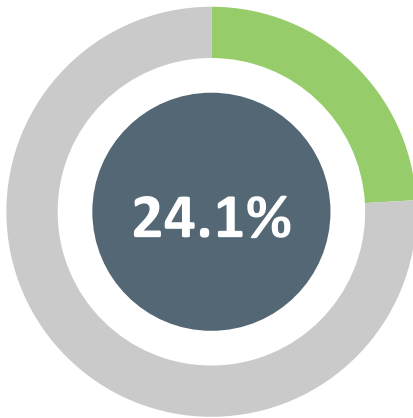
Challenge to address culture of team commitment vs. food safety impact.



Heads up!

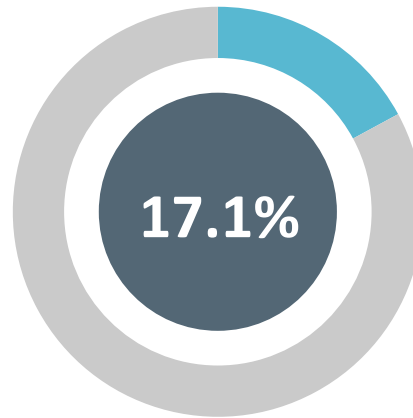
Food Worker Survey Results

I have been injured at my current job.



Said yes

I was injured in my first year.



Said yes

INSIGHT:

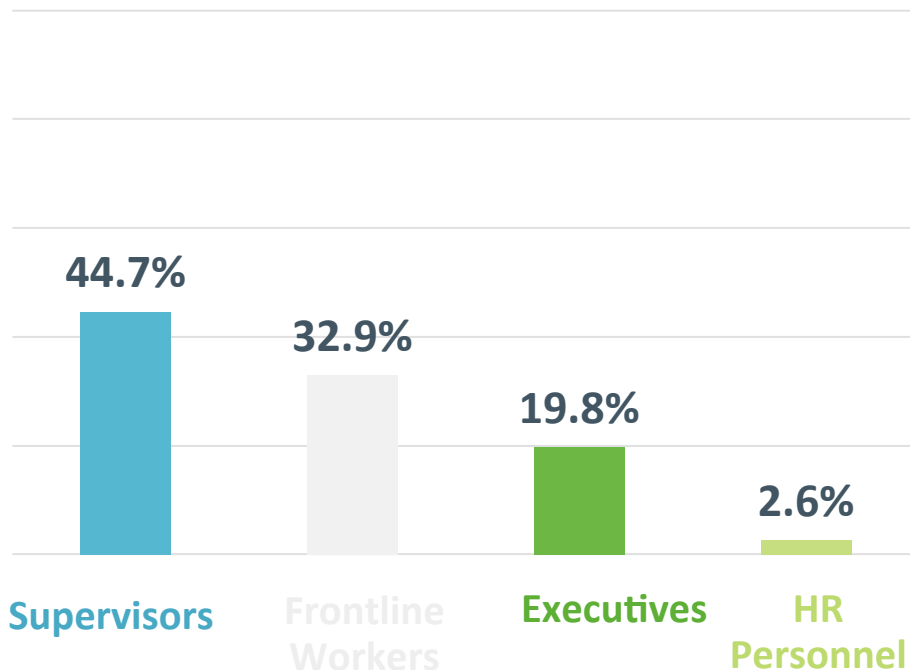
The first year is the highest risk year, onboarding and coaching is very important. Continue focus on employee safety and actively engage employees to identify and report barriers.



Heads up!

Leadership Survey Results

Where would leadership initiate a program to increase production within their companies?



INSIGHT:

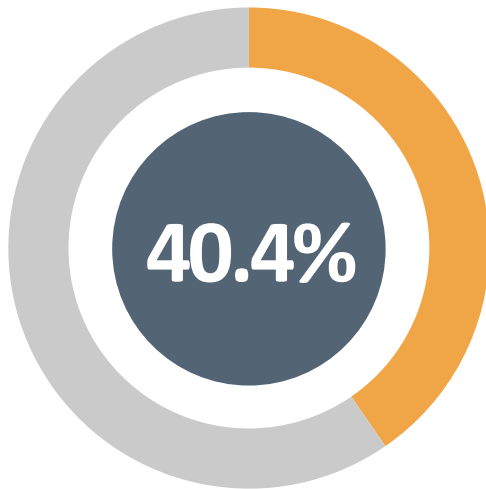
Actively pursue and analyze data to measure individual lines/shifts/work groups to identify best practices by supervisors.



Heads up!

Leadership Survey Results

The percentage of all supervisors combined who are at the level of your top two supervisors.



Percentage of top-level supervisors

INSIGHT:

Consider mentoring programs; expand training to include soft skills, operational knowledge.



Key Takeaways

Training Content

- Present at appropriate level/languages/demographics
- Apply good instructional design
- Involve employees!
- Establish and track metrics

Training Delivery

- Select appropriate duration/timing
- Implement self-directed training
- Create culture of continuous learning

Supervisors

- Enhance coaching skills
- Create mentoring programs

THANK YOU

expertise:
enhanced learning moments

Leading edge learning

- Augmented reality for Weis being produced in Guelph
 - Geared towards orientation for new hires
 - Nine Loss Prevention and Workplace Safety scenarios
 - September launch expected
- Virtual reality proof of concept with Emergent Order in Austin
 - 360° video and sound
 - Building out scenarios for Food Safety, Workplace Safety and Loss Prevention

