

# Key Findings

Here are what I found from my users:

<p>There was little guidance on where everything was located on the floor either then I started our first shift right away.</p>	<p>The wage is too low which is obvious in the retail industry.</p>	<p>Everyday I am doing the same thing and I don't feel my improvement or being challenged.</p>	<p>I feel motivated when I see encouraging words and hear energetic music in the office before I start my shift.</p>	<p>I join this company because I love the products.</p>	<p>My company provide personalized training and host several work reviews per year</p>	<p>I enjoy the flexible work schedule that you are not set on one place but can plan your time and be your own boss.</p>	<p>To be honest I have not gain any career guidance from any of my manager before.</p>
<p>Sometimes when my manager gots bad mood she becomes really impatient and bossy</p>	<p>The training rushed a lot and I have not completed my new position training yet because it was busy.</p>	<p>Dealing with customer complaints are painful</p>	<p>I feel more engaged and valued when I learn more skills and assigned more responsibilities.</p>	<p>I love the feeling when I am contributing because it makes me feel I am an important part for the store's growth</p>	<p>it would definitely be helpful to get more in person training.</p>	<p>I need more time to digest everything during the training.</p>	<p>It always makes my day when my managers recognize my work.</p>
<p>Work can be stressed sometimes especially when KPIs are not so well. We are pushed pretty hard by the upper management</p>	<p>retail hours are really long and shifts are always unstable. We are hard to have a healthy work-life balance</p>	<p>There are little resources provide on training and developement.</p>	<p>When my manager gave me more time to digest without observing me the whole time makes me feel trusted</p>	<p>I love how we can connect with the head office team</p>	<p>I want more insights on open positions</p>	<p>I feel a lot of stress and pressure when my manager gets moody.</p>	<p>I appreciate have time sit down talk every few month with my manager and he gives me a lot of feedback and asked about my life and plan.</p>
<p>I quit my last job because manager was so bossy and she bullied me.</p>	<p>I need to be on the floor all day everyday even it's slow. There is no flexibility.</p>	<p>The schedule budget limit don't allow us to spend more time on training</p>	<p>I love Interaction with people and getting to know about them.</p>	<p>When my manager continues to challenge me and give me more responsibilities, I feel valued and trusted.</p>	<p>I enjoy the schedule flexibilities here as well that I am able to manage my tasks and time.</p>	<p>I almost cried when my manager blame on my mistake</p>	<p>I need more internal position opportunities</p>
<p>I need to make more money to live a decent life in Vancouver</p>	<p>There are lots of last munite change on my schedule</p>	<p>I received very minimum feedback from upper management</p>	<p>I need more feedbacks so that I know what I did well and what was not</p>	<p>I need proper training in effective communications</p>	<p>My manager yelled at me in front of all staff.</p>	<p>Co-workers are more like competitors when it comes to individual commissions.</p>	

## PAIN

There was little guidance on where everything was located on the floor as the training was rushed a lot

The wage is too low which is obvious in the retail industry.

Co-workers are more like competitors when it comes to individual commissions.

Sometimes when my manager gets bad mood she becomes really impatient and bossy

I have not completed my new position training yet because it was busy.

Dealing with customer complaints are painful

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There are lots of last minute change on my schedule

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## MOTIVATION

I feel motivated when I see encouraging words and hear energetic music in the office before I start my shift.

I join this company because I love the products.

It made my day when my manager recognize my hardwork.

I feel more engaged and valued when I learn more skills and assigned more responsibilities.

I love the feeling when I am contributing because it makes me feel I am an important part for the store's growth

I enjoy the flexible work schedule that you are not set on one place but can plan your time and be your own boss.

When my manager gave me more time to digest without observing me the whole time makes me feel trusted

My company provide personalized training and host several work reviews per year

I love Interaction with people and getting to know about them.

I appreciate have time sit down talk every few month with my manager and he gives me a lot of feedback and asked about my life and plan.

When my manager continues to challenge me and give me more responsibilities, I feel valued and trusted.

it would definitely be helpful to get more in person training.

## BEHAVIOUR

I need more feedbacks so that I know what I did well and what was not

Work can be stressed sometimes especially when KPIs are not so well. We are pushed pretty hard by the upper management

I need proper training in effective communications

I need more time to digest everything during the training.

I want more insights on open positions

I feel a lot of stress and pressure when my manager gets moody.

I enjoy the schedule flexibilities here as well that I am able to manage my tasks and time.

I almost cried when my manager blame on my mistake

I need more internal position opportunities

I love connect with the head office team

## Issue with Management

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## Lack of Training & Development

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## Lack Of Incentives

The wage is too low which is obvious in the retail industry.

I need to make more money to live a decent life in Vancouver

Co-workers are more like competitors when it comes to individual commissions.

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I want more insights on open positions

I love connecting and involved in the head office updates.

## Task & Schedule

There are lots of last minute change on my schedule

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My manager yelled at me from the front

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**Core theme I will focus on**

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