

Appendix C - Work Breakdown Structure

Decrease the accident rate of skaters.

1. DJ job aid : Have DJ make regular safety announcements (with assistance of job-aid)

1.1 Collect the content (3 hrs : including 1 hr travel time)

- 1.1.1 Interview with the client in order to obtain specific words, phrases, and the tone she wants used by DJ for various events
- 1.1.2 Observation and interview with the DJ in order to identify how he currently he performs the task (making safety announcements)
- 1.1.3 Discuss music selection, music tempo issue. Brainstorm solutions to controlling the music tempo issue.
- 1.1.4 Discuss clients willingness to pay for prototype and final production costs.

1.2 Instructional and learner analysis (4hrs)

- 1.2.1 Transcribe the interview script and/or compile notes from observation/interview
- 1.2.2 Break down and classify the content for each type of event
- 1.2.3 Identify performance objectives for the DJ
- 1.2.4 Identify which format or wording will be most suitable for the DJ

1.3 Design and develop the DJ job-aid (10 hrs)

- 1.3.1 Design the layout and sequence of the job aid
- 1.3.2 Develop the content on computer.
- 1.3.3 Create the job-aid (printed pilot test version)

1.4 Pilot test (4 hrs: including 1 hr travel time)

- 1.4.1 Have the DJ try the job-aid
- 1.4.2 Observe skaters in order to examine the effect of the aid
- 1.4.3 Receive feedback from the DJ and the client
- 1.4.4 Interview some of the skaters

1.5 Revise (5 hrs)

- 1.5.1 Identify any problems areas for improvement based on the information gathered from the pilot test
- 1.5.2 Revise the job-aid

1.6 Produce final product (2 hrs)

- 1.6.1 May payment arrangements for final product with client.
- 1.6.2 Produce the final durable version at a copy center, or elsewhere.
- 1.6.3 Quality review the final product for any defects
- 1.6.4 Deliver the job aid to the client.

2. Floor shirt : Introduce visible and authoritative floor guard shirts

2.1 Draft design plan (10hrs)

- 2.1.1 Find good practices of other skate rinks to benchmark
 - 2.1.2 Brainstorm different shirt ideas
 - 2.1.3 Print or draw up some prototype ideas.
- 2.2 Needs assessment of the floor guards and the client (3 hrs including travel time)**
- 2.2.1 Have a group interview the floor guards and the client
 - 2.2.2 Collect information regarding their preferences
 - 2.2.3 Identify budget of the client
 - 2.2.4 Ask client about how she wants to pay for prototyping design costs. (Pay for one and have it modified, or make all selections from pictures, and then pay for a full set)
 - 2.2.5 Ask client how she wants to payment for final products.
- 2.3 Market research (20 hrs including travel times)**
- 2.3.1 Identify contact information of available vendors
 - 2.3.2 Identify range of designs, materials, and prices
 - 2.3.3 Select a vendor
 - 2.3.4 Create a printed sample of options, prices, and samples. OR
 - 2.3.5 Order a sample and modify it into a prototype.
- 2.4 Mock-up (3 hrs including travel time)**
- 2.4.1 Have the floor guards try on t-shirts
 - 2.4.2 Receive feedback from the client and the floor guards
 - 2.4.3 Observe reactions of skaters
- 2.5 Revise shirts (if needed)**
- 2.6 Final product (2hrs)**
- 2.6.1 May payment arrangements with vendor.
 - 2.6.2 Order the final product remaining shirts.
 - 2.6.3 Deliver final shirts to client.

Standardise and maintain consistent floor guard behaviour.

3. Quarterly feedback session.

- 3.1 Call/meet with Nicole (30min; 1hr incl travel)**
 - 3.3.1 Create exhaustive list of FG behaviors to feedback.
 - 3.3.2 Ask what ways she would prefer to do feedback.
 - 3.3.4 Ask what seems to have worked or not.
 - 3.3.5 Ask why she has or hasn't consistently given feedback.
- 3.2 Meet with FG's (45min; 1hr incl travel)**
 - 3.2.1 Discuss how they most prefer feedback done.
 - 3.2.2 Discuss ways she gives feedback they dislike.
- 3.3 Select ideal feedback method. (2hrs)**
 - 3.3.1 Meet as a team (phone, wiki, in class)
 - 3.3.2 List out all potential methods.
 - 3.3.3 List out pro's & con's of each.
 - 3.3.4 Select ideal feedback strategy.

- 3.3.5 Select ideal feedback schedule.
- 3.4 Bring in consultant for formative feedback. (30min)**
 - 3.4.1 Meet with consultant. (phone/email/wiki/in class)
 - 3.4.2 Share changes with team.
 - 3.4.3 Implement any necessary changes.
- 3.5 Create physical feedback tool(s).**
 - 3.5.1 Create actual feedback products.
 - 3.5.1.x Handouts/tokens/tear-off pads? (2hrs)
 - 3.5.1.y Meeting checklists? (1hr)
 - 3.5.1.z Feedback product instructions. (30min)
 - 3.5.2 Create actual tool usage schedule. (if necessary)
 - 3.5.2.x Whiteboard system ?
 - 3.5.2.x.1 Buy whiteboard (3hrs)
 - 3.5.2.x.2 Modify whiteboard. (2hrs)
 - 3.5.2.y Simple folder system
- 3.6 Meet with client to sign-off on deliverable. (1 hr incl travel)**
 - 3.6.1 Schedule meeting with client
 - 3.6.2 Meet with client.
 - 3.6.3 Deliver document to client.
- 3.7 Hand over feedback product to Phase 3 for evaluation dev.**

4. Devise incentive/punishment program.

- 4.1 . Meet with Floor Guards. (45min; 1 hr incl travel)**
 - 4.1.1 Talk to floor guards about what will/won't motivate.
 - 4.1.2 Ask about hindrances motivation won't affect.
 - 4.1.3 Ask what kind of motivation system they might design.
- 4.2 Generate a list of possible incentives/demerit systems. (1hr)**
- 4.3 Call/meet with Nicole (30min, 1hr incl travel)**
 - 4.3.1 Create exhaustive list of FG behaviours to feedback.
 - 4.3.2 Ask what has worked/not worked in the past.
 - 4.3.3 Discuss what she can afford/ will consider.
- 4.4 Select most ideal motivation system. (2hr team meeting)**
 - 4.4.1 Inquire if incentive plan can dovetail with feedback plan.
 - 4.4.2 List pro's and con's of each system.
 - 4.4.3 Select most ideal system.
- 4.5 Create physical incentive documents (1 week?)**
- 4.6 Meet with client to sign-off on deliverable. (30min; 1 hr incl travel)**
 - 4.6.1 Schedule meeting with client
 - 4.6.2 Meet with client.
 - 4.6.3 Deliver document to client.
- 4.7 Hand over feedback product to Phase 3 for evaluation dev.**