

LEARNER PERSONAS ASSIGNMENT

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ABOUT YOUR PERSONAS

What organization (imaginary or real) are you basing your personas on? What is the primary focus of this organization?

I am basing my learner personas on Jubilant HollisterStier (JHS), a pharmaceutical manufacturing company where I work. The company's primary focus is producing high-quality sterile injectable drugs.

RESEARCH METHOD

***How did you obtain your learner persona information?
Personal experience, interview with individuals?***

My learner persona information comes from firsthand experience interacting with employees at JHS. Through developing training programs and supporting learners, I have observed their backgrounds, skill levels, and common learning behaviors, which helped shape my personas.



Name: Amanda Reynolds

Age range: 32

Job Title: Manufacturing Supervisor

Time in Role: 6 years, 5 months

Location: Spokane, WA

Key Tasks:

- Oversee daily production and ensure compliance with safety and quality standards.
- Manage and coach a team of technicians.
- Monitor production metrics and address operational issues.
- Ensure adherence to regulatory guidelines and company policies.

Biography:

Amanda Reynolds is a manufacturing supervisor at Jubilant HollisterStier, where she has worked for over six years. She earned an associate's degree from Spokane Community College and previously worked as an assistant manager at a plasma donation company. She joined JHS as a technician, was promoted to supervisor within her first year, and has held the role for over six years. While she is experienced in manufacturing processes, she has struggled with leadership responsibilities, particularly interpersonal communication.

Work Goals:

Short-term: Improve leadership and communication skills to be more effective in her role and avoid potential demotion.

Long-term: Develop confidence in managing teams and build stronger relationships with direct reports and peers.

Hobbies and Interests:

She enjoys skiing in the winter and has a strong interest in animal welfare. Outside of work, she dedicates time to causes that support animal protection and rescue.

Communication Preferences:

She prefers email communication, though her messages are often misinterpreted due to a direct tone.

Learning Preferences:

In learning environments, she disengages in group discussions but prefers deliberate practice of tasks. She responds best to structured, hands-on activities that allow her to apply concepts in a controlled setting.



Biography:

Brad Mitchell has nearly 34 years of experience at Jubilant HollisterStier. He has a high school education and started his career as a packaging and inspection technician. Over the years, he has worked in multiple roles, including compounding, customer service, and lyophilization. Before becoming a supervisor, he served as a training specialist. Though highly experienced in manufacturing processes, he has only been in a leadership role for 2 years and 7 months and needs to develop stronger leadership and communication skills.

Work Goals:

Short-term: Improve leadership and communication skills to be more effective in his supervisory role.

Long-term: Develop the ability to coach and engage his team more effectively.

Hobbies and Interests:

Brad enjoys hunting and spending time outdoors. He values hands-on, practical experiences outside of work

Communication Preferences:

He prefers in-person or phone communication over email.

Learning Preferences:

He dislikes in-person training, considering it a waste of time, and often disengages in group settings. He prefers self-paced e-learning that allows him to complete training independently.

Name: Brad Mitchell

Age range: Early 50s

Job Title: Filling Supervisor

Time in Role: 2 years, 7 months

Location: Spokane, WA

Key Tasks:

- Supervise filling operations and ensure production efficiency.
- Train and support technicians on procedures and compliance.
- Monitor production schedules and address operational issues.
- Enforce safety and regulatory guidelines.



Biography:

Bob Stevenson is a QA Validation Manager with 36 years of quality assurance experience across various manufacturing settings. He has spent the last 7 years as the Senior QA Validation Manager at Jubilant HollisterStier. He holds a BA in Manufacturing Engineering and an MBA, bringing both technical expertise and leadership experience to his role.

Communication Preferences:

Bob prefers in-person and phone communication for discussions and decision-making.

Work Goals:

Short-term: Stay updated on the latest industry regulations and validation best practices.

Long-term: Strengthen mentorship skills and develop future QA leaders within the company.

Learning Preferences:

He is highly engaged in group discussions, enjoys debating topics, and thrives in collaborative learning environments. He loves reading articles, case studies, and books to expand his knowledge and is always eager to learn new skills.

Hobbies and Interests:

Bob is passionate about youth development and has been a long-time supporter of the Boy Scouts of America. He actively volunteers in youth programs and enjoys mentoring young individuals.

Name: Bob Stevenson

Age range: 60s

Job Title: Sr Manager QA Validation

Time in Role: 7 years

Location: Spokane, WA

Key Tasks:

- Oversee validation processes to ensure compliance with industry regulations.
- Lead quality assurance initiatives and process improvements.
- Collaborate with cross-functional teams to maintain product quality.
- Provide guidance and mentorship to QA staff.