The interview questions and responses are as follows:

1. **What is business innovation to you?-** Being aware of new trends, how business evolves more efficiently, more importantly cost efficient and without compromising the value of service.
2. **What are some misconceptions when it comes to innovation?-** First the cost associated with it. It does not always have to have a monetary cost but cost wise, could mean time, especially when an organization is revamping a current process.
3. **In what ways can organizations be more innovative?-**They can be more innovative by establishing teams to work on projects. Having multiple ideas and creativity through a diverse team allows the organization to receive an open range of ideas instead of something more structured and typically aligned with the organization. A diverse team allows for the team to think outside of the box.
4. **How does innovation affect the hiring process in an organization?-**Although a process is already in place, thinking outside the box allows for other ways to get the job done. It opens another pathway to get the job done and it helps the hiring process if you are able to use other methods to reach the goal. This simply means there is no right or wrong method of getting things done.
5. **How do you motivate employees to be innovative in their daily tasks?-**I like to let them voice their ideas, suggestions, and best solutions to things rather than tell them what to do. This allows them to come up with an idea to incorporate into an existing process and be more involved.
6. **Have you been involved in implementing a company-wide policy-change? What was your strategy, what tactics did you use, and what was the outcome?-**Yes, I have been part of a company-wide policy change which was implementing a self-service program that allows employees to view and change their own personal information, time, financial information and allows access to spouses. The problem was that not everyone was computer literate and was unhappy with the changes, so I helped incorporate a one-on-one training and group training to help navigate through the system. It took about two years to be accepted and fully utilized. The outcome was that there was natural resistance to the change but once everyone seen the perks of it then it was fully accepted and being utilized fully today.
7. **What major challenges do you feel an organization faces for driving innovation?**- First would be time, finding the time and making it a priority. Second, the right people to help drive it and that can contribute new ideas and new ways of doing business. Lastly, finding a way around the resistance to change. Business is constantly evolving and we have to change to remain competitive. The current work environment you see today was nothing like it is 15-20 years ago when we were using rotary phones, no cubicles but just fold out tables to do our work and not enough people to get the job done quickly.