A needs assessment of responsible gambling manager education

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Top 5 Unmet Informational Needs

1. Gambling **evaluation** measures

2. Organizational **barriers** to implementing RG policies

3. **Game design** and machine structure characteristics

4. **Venue design** and environmental features

5. Organizational **benefits** of RG

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Evaluation Measures

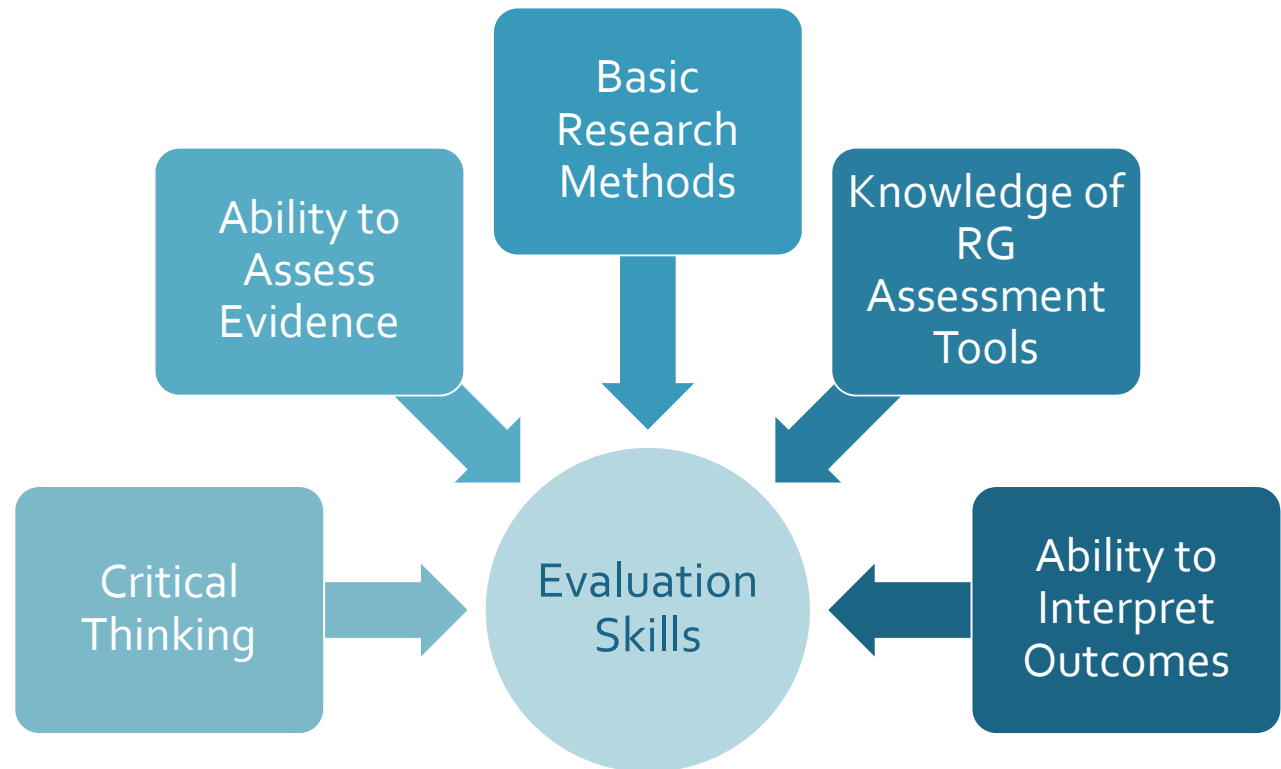Typical evaluation measures may not be telling the whole story.
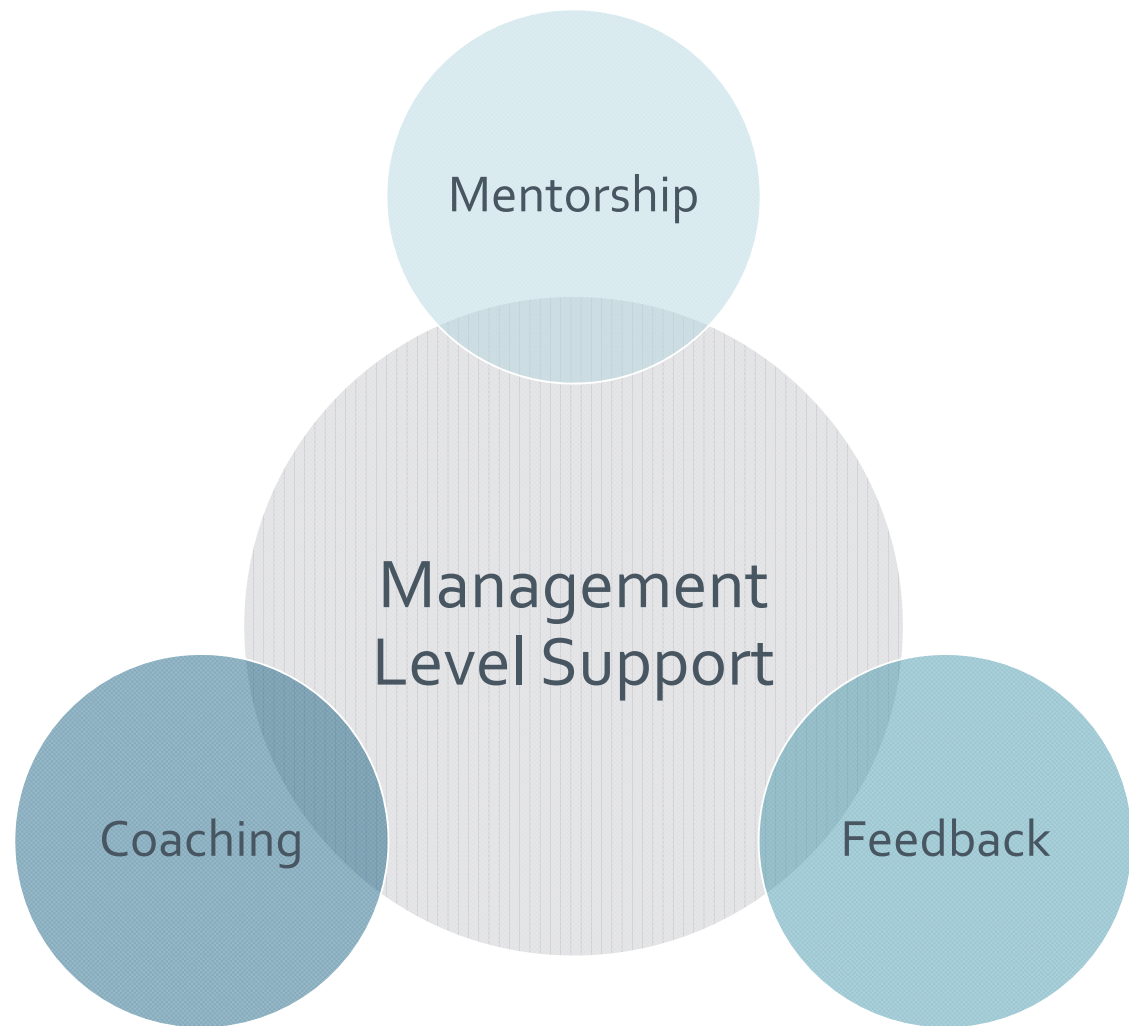
Evaluation Measures

RG professionals need to measure the efficiency and effectiveness of RG initiatives to make evidence-informed decisions about their programs.

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Evaluation Measures

Basic Research Methods

Ability to Assess Evidence

Knowledge of RG Assessment Tools

Critical Thinking

Evaluation Skills

Ability to Interpret Outcomes

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Implementation Barriers

Mentorship

Management Level Support

Coaching

Feedback

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Game Design & Structural Characteristics

Gambling Experience

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Venue Design & Environmental Features

Venue Design & Environmental Features

Venue Design & Environmental Features

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Organizational Benefits of RG

ROI on RG

For Operators — Social License to Operate

For Staff — Engagement, Satisfaction

For Players — Player Experience, Harm Mitigation
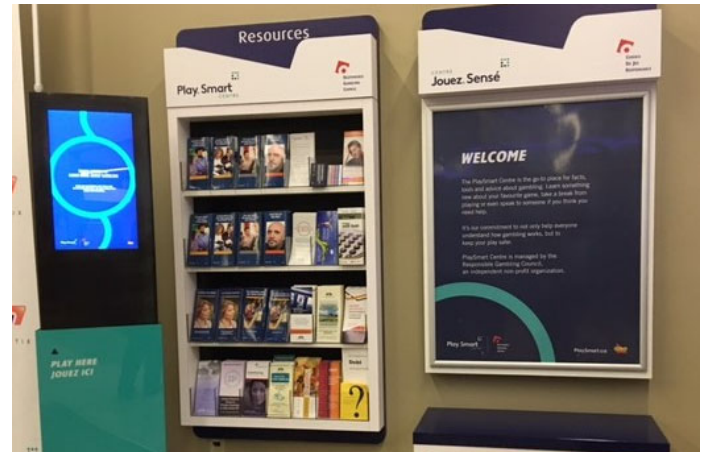
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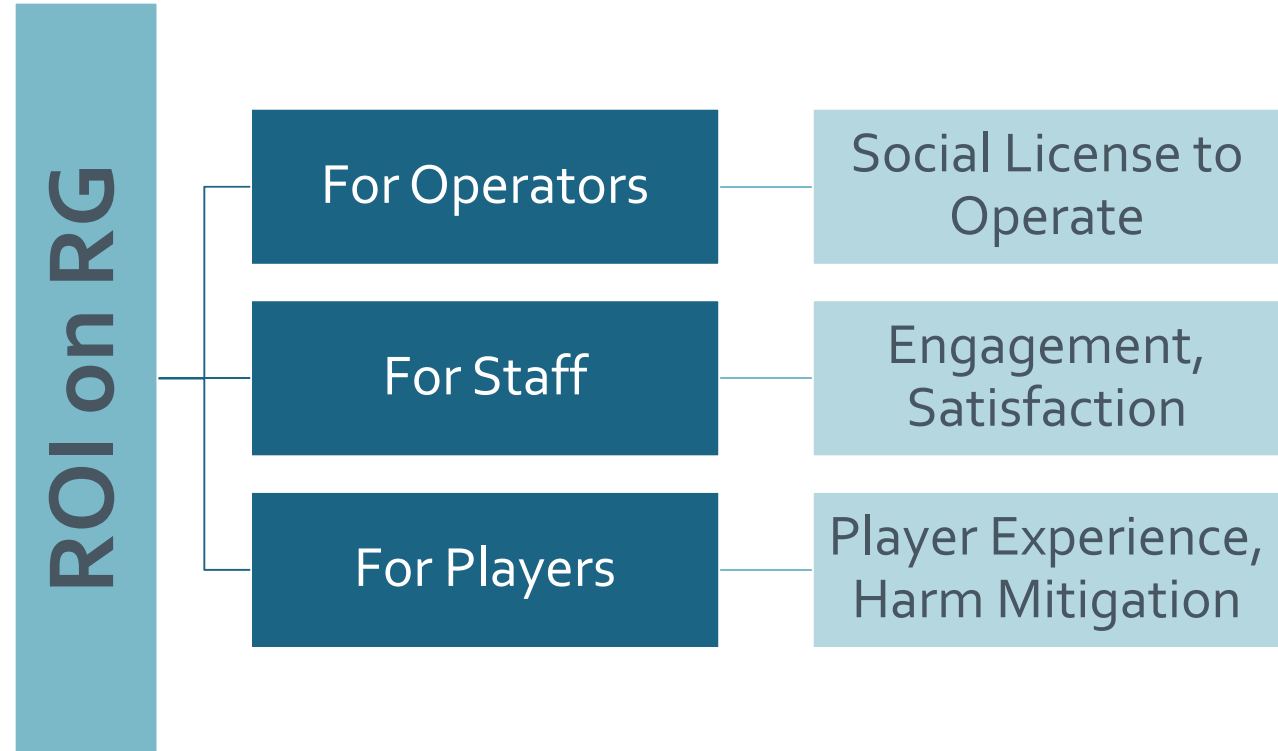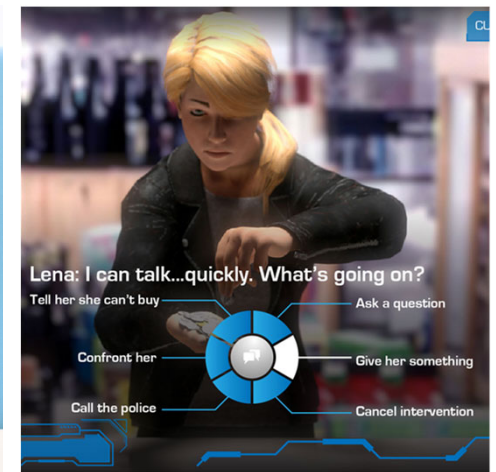
What techniques can we use to communicate this information?

What's next for advanced RG training?

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Thank you!

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