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
Evaluation Measures

Typical evaluation measures may not be telling the whole story.
RG professionals need to measure the efficiency and effectiveness of RG initiatives to make evidence-informed decisions about their programs.
Evaluation Measures

- Ability to Assess Evidence
- Basic Research Methods
- Knowledge of RG Assessment Tools
- Critical Thinking
- Ability to Interpret Outcomes
Implementation
Barriers

Management Level Support

- Mentorship
- Coaching
- Feedback
Game Design & Structural Characteristics

Gambling Experience
Venue Design & Environmental Features
Venue Design & Environmental Features
Organizational Benefits of RG

ROI on RG

For Operators

For Staff

For Players

Social License to Operate

Engagement, Satisfaction

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

What’s next for advanced RG training?
Thank you!

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