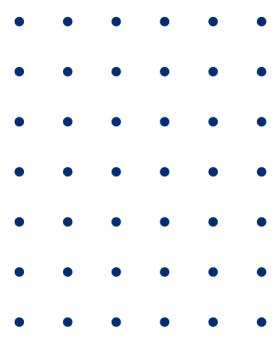
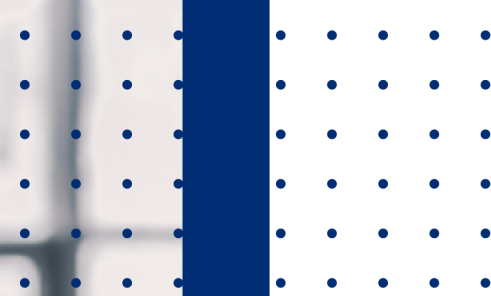


Goodwill

LEARNING &  
DEVELOPMENT

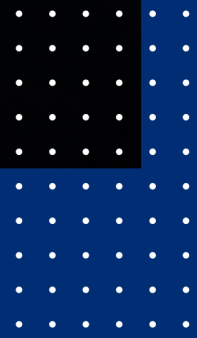


**COURSE CATALOG**  
2024

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## CATALOG OVERVIEW

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This catalog presents a curated selection of training courses designed to address the instructional needs of team members within Goodwill.

From safety procedures to professional development strategies to operational efficiencies, each course empowers team members with the expertise necessary to thrive in their roles and contribute to a safe, productive, and harmonious work environment.

The catalog ensures that Goodwill team members know that every learning and development opportunity offered is needed to excel in their day-to-day responsibilities within the organization.

# USING THIS CATALOG

The offerings within this catalog are available to various groups of Goodwill team members based on the target audience and presented in multiple ways depending on the modality. The different modalities and ways to access them are explained below.



## CBT, Video

Computer-Based Training (CBT) and video modules are interactive learning experiences designed for self-paced learning. They cover various topics, from technical skills to soft skills development. These modules are accessible through the Workday Learning Management System (LMS). Team members can log in to their Workday accounts and navigate to the Learning section to find and complete the assigned CBTs and video courses.



## ILT, Workshop

Instructor-led training (ILT), which includes workshops, teambuilders, and in-person training sessions, is facilitated by subject matter experts or L&D members. In-person training sessions are typically scheduled upon request by the L&D department or through recommendations by a team member's leader. Team members can contact L&D directly or consult with their leaders to inquire about available workshops or training opportunities.



## Learning & Development Services

In addition to the training courses developed by the Learning & Development department, L&D offers various services designed to analyze, develop, and evaluate specific performance capabilities and leadership competencies. Team members should consult with their leaders to inquire about available L&D services.

# SAFETY-RELATED OFFERINGS

Explore Goodwill's comprehensive safety courses that prioritize workplace security and well-being. Our diverse courses equip team members with essential knowledge and skills to mitigate risks effectively. Each course offers practical insights and actionable strategies, from active shooter training to bloodborne pathogens awareness.

Whether enhancing personal safety awareness or strengthening organizational risk management, these courses foster a culture of safety where every individual contributes to a secure and thriving workplace environment.



# SAFETY-RELATED OFFERINGS

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## Active Shooter

Active shooter events can happen anywhere at any time and frequently involve individuals attempting to harm or kill others. Active Shooter events are unpredictable and can change quickly. Because every situation is different, we will cover some tips and tools to use if you are faced with a worst-case scenario during this course.

**Learning Objectives:** Identify the safety procedures to follow during an active shooter situation.

**Modality:** CBT

**Duration:** 15 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Corporate Safety, Building Safety

## Annual Safety Training

At Goodwill, it's our goal to provide a safe environment in which to work and shop. It's important for all team members to practice safety while performing work duties. This training is a refresher course for training you have already received.

**Learning Objectives:** Evaluate OSHA-required training standards, Discuss various safety topics, and Demonstrate knowledge of OSHA standards

**Modality:** CBT

**Duration:** 12 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Safety Practices, Safety Awareness, Safety Standards, Safety Management, Safety Security



# SAFETY-RELATED OFFERINGS

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## Back and Lifting Safety

This course will give you an understanding of back injuries, show you how to prevent back injuries, and teach you proper lifting, carrying, and unloading techniques.

**Learning Objectives:** Understand how back injuries occur. Prevent back injuries from happening. Use proper lifting, load-carrying, and unloading techniques.

**Modality:** CBT

**Duration:** 12 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Lifting Equipment, Heavy Lifting

## Bloodborne Pathogens

This course will help team members know what workplace hazards to look for, how to avoid them, and what to do in the event of exposure.

**Learning Objectives:** Define bloodborne pathogens. Cleaning procedures. Exposure procedures.

**Modality:** CBT

**Duration:** 25 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Bloodborne Pathogens



# SAFETY-RELATED OFFERINGS

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## Bomb Threats & Suspicious Package

This course will discuss the steps to take if there is a bomb threat or a suspicious package at your location.

**Learning Objectives:** Identify the steps to take in the event of a bomb threat or a suspicious package being found.

**Modality:** CBT

**Duration:** 25 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Workplace Safety

## Code Adam

Code Adam is a powerful search tool for lost and potentially abducted children. It is one of the country's largest child safety programs and is currently used in tens of thousands of establishments across the nation.

**Learning Objectives:** Define Code Adam, Identify responsibilities for team members during a Code Adam, Describe the steps involved in a Code Adam, Explain the steps in reporting a Code Adam.

**Modality:** CBT

**Duration:** 33 minutes

**Target Audience:** All Retail Team Members

**Prerequisite:** None

**Topics:** Customer Safety, Reporting, Prevention





# SAFETY-RELATED OFFERINGS

---

## Counterfeit Bills, Money Checker, and Quick Change

This presentation covers Counterfeit Bills and the Money Checker and Quick Change situations. The first part of the training presentation discusses counterfeit bills and the money checker. It is critical that all team members are aware of the role they have in identifying and preventing loss related to counterfeit money. The second portion of the training presentation explains how to recognize and respond to a quick change situation and provides simple and effective steps to prevent this loss from happening in your store.

**Learning Objectives:** How to identify if a money checker is working properly and how to use it, Store leadership should be able to train their team members on how to identify counterfeit bills, Store leadership should know how to handle or decline a counterfeit bill, as well how to deposit if one is accepted by mistake, How to report incidents regarding counterfeit money in LPMS.

**Modality:** CBT

**Duration:** 25 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Theft Prevention, Internal Theft Prevention, Money Management



# SAFETY-RELATED OFFERINGS

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## Customer Accidents and Property Damage

With thousands of Goodwill customers coming into our locations every day, customer incidents can and do take place. Your ability to respond to these incidents is vital. This course will take you through the steps to take if an incident occurs at your location.

**Learning Objectives:** Identify the basic guidelines on how to respond, investigate, and report the incident correctly, Understand how to prevent customer accidents and damage to customer's property.

**Modality:** CBT

**Duration:** 20 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Workplace Safety, Asset Protection

## Fire Safety and Personal Protective Equipment (PPE)

This course is designed to protect people and prevent property loss in the situation of a workplace fire.

**Learning Objectives:** Determine who is allowed to use fire extinguishers, Describe the precautions to take prior to using a fire extinguisher, Recognize components of a fire extinguisher, Define the maintenance process for a fire extinguisher, Identify the PASS method steps

**Modality:** CBT

**Duration:** 25 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Workplace Safety



# SAFETY-RELATED OFFERINGS

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## Found Money and Employee Theft

This course discusses what to do when a team member finds money during the course of the day of daily work and to give an understanding of how employee theft impacts Goodwill.

**Learning Objectives:** Collect found money, Process found money, Return found money, Submit a Goodwill Guardian Award

**Modality:** CBT

**Duration:** 50 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Theft Protection, Interval Theft Protection, Money Management

## G Connect

This course will introduce you to G Connect, our electronic reporting system. We will explain when to use the home location or the portal option, define terms used in the drop-downs to aid you in selecting the correct option when completing a form, and establish the time frame you have to report an occurrence into the system. There is a knowledge check at the end, you must score 80% or better to receive credit for the course. There is a glossary available in the resources link you can print out.

**Learning Objectives:** Introduce you to G Connect App and Store Portal access, and clarify when you will use each option, Define the use of each form that is available, Demonstrate completion of a Worker's Compensation claim, Navigate to the dashboard to view your location's data.

**Modality:** CBT

**Duration:** 30 minutes

**Target Audience:** Retail and ROC Managers

**Prerequisite:** None

**Topics:** Theft Prevention, Shoplifting Prevention, Workers' Comp, Asset Protection



# SAFETY-RELATED OFFERINGS

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## Hazard Communication Standard

This course will explain the process for preventing Hazmat donations, handling existing Hazmat within our donations and the labeling system used to prepare this product for transport to the ROC for final disposal.

**Learning Objectives:** Identify the steps to prevent Hazmat donations. Determine the steps to follow when handling existing Hazmat. Demonstrate the labeling system.

**Modality:** CBT

**Duration:** 8 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Hazard Communications, Hazardous Materials

## Preventing Slips, Trips, and Falls

This course will discuss the steps to prevent workplace slips, trips, and falls.

**Learning Objectives:** Recognize slips, trips, and falls as serious safety concerns, Identify slip, trip, and fall hazards on the job, Discuss how to avoid or eliminate slip, trip, and fall hazards, Cover how to prevent falls at work

**Modality:** CBT

**Duration:** 10 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Workplace Safety, Prevention



# SAFETY-RELATED OFFERINGS

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## Security Camera Software

This course will provide you the instructions on how to use your security camera software for reporting incidents and to ensure a safe workplace.

**Learning Objectives:** Identify the steps to access the Security Camera Software. Determine how to report an incident.

**Modality:** CBT

**Duration:** 17 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Safety  
Asset Protection

## Shoplifting Prevention/Theft Prevention

This course discusses the procedure and guidelines to follow regarding shoplifting prevention.

**Learning Objectives:** Identify priorities during a theft situation, Define the Focused Customer Service steps that you should follow, Describe the steps in preventing theft in fitting rooms and restrooms, Explain how to report and document a theft incident

**Modality:** CBT

**Duration:** 27 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Theft Prevention,  
Shoplifting Prevention



# HR-RELATED OFFERINGS

Explore various human resources courses designed to cultivate proficiency and excellence within Goodwill.

Delve into foundational aspects such as effectively navigating the employee handbook and fostering a culture of inclusivity through rigorous training in sexual harassment prevention, unlawful harassment, and discrimination.

Elevate your understanding of contemporary HR practices with specialized modules like "Getting Started with Workday," aimed at streamlining workforce operations with precision and expertise.



# HR-RELATED OFFERINGS

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## Benefits 2024

The purpose of this course is to inform team members of their benefits options prior to enrollment.

**Learning Objectives:** Make informed decisions about selecting benefits during enrollment.

**Modality:** CBT

**Duration:** 34 minutes

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Benefits, Employee Knowledge, Onboarding

## Computer Use Policy

This course is to acknowledge that you have read the Computer Use Policy.

**Learning Objectives:** Identify Goodwill's policy regarding computer usage, electronic media, and services.

**Modality:** CBT

**Duration:** 5 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Workplace policy



# HR-RELATED OFFERINGS

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## Concur-Mileage, Travel, Visa Transaction Reconciliation

This course explains the process for Concur-Mileage reimbursement, Travel, and Visa Transaction Reconciliation.

**Learning Objectives:** Identify Goodwill's policy regarding mileage reimbursement, travel expenses, and Visa transaction reconciliation.

**Modality:** CBT

**Duration:** 25 minutes

**Target Audience:** Corporate card holders

**Prerequisite:** None

**Topics:** Policy, Financial

## Employee Handbook

This course will provide an overview of information in the Employee Handbook.

**Learning Objectives:** Identify employee practices. Pay practices, benefits, and leave. Business ethics and other workplace policies.

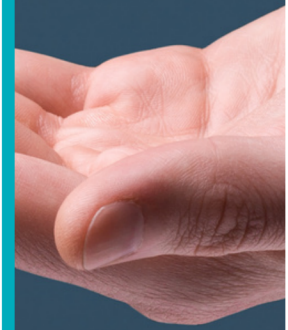
**Modality:** CBT

**Duration:** 50 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Organizational Culture. Employee Handbook.





# HR-RELATED OFFERINGS

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## Form I-9 Presentation

The topics of this presentation are; What is the I-9 Form. Who can legally work in the United States. How to complete each section. Acceptable documentation. And, how to fix a mistake.

**Learning Objectives:** Explain what the Form I-9 is, Determine who can legally work in the United States, Accurately fill out each section of the form, Determine what acceptable documents can be used for employee verification.

**Modality:** CBT

**Duration:** 20 minutes

**Target Audience:** Managers

**Prerequisite:** None

**Topics:** Policy, Hiring Process,

Onboarding, Employment law.

## Foundations of Inclusion and Belonging

By participating in this course, you will gain valuable insights for promoting a more inclusive and equitable workplace and to understanding the unique experiences and perspectives of those around you. This can help you build stronger relationships with your colleagues and customers and enhance your ability to work effectively in a diverse and multicultural environment.

**Learning Objectives:** Define diversity, equity and inclusion and explain the difference between each term, Identify how Goodwill's commitment to DEI supports our Core Values. Analyze the importance of fostering an inclusive and equitable workplace.

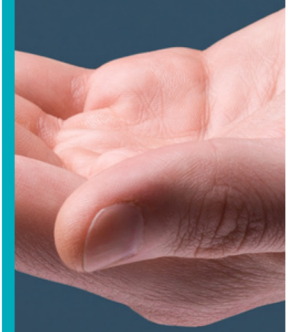
**Modality:** CBT

**Duration:** 12 minutes

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Diversity, Equity, and Inclusion, Employee Rights.



# HR-RELATED OFFERINGS

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## Good Start Orientation

This course includes our history, mission, the circle of impact, the divisions of our One Goodwill, our culture and benefits.

**Learning Objectives:** Recognize Goodwill’s history and mission. Identify our Goodwill culture and benefits.

**Modality:** CBT

**Duration:** 60 minutes

**Target Audience:** All Newly Hired Team Members

**Prerequisite:** None

**Topics:** Workplace policy. Employee Orientation Programs.

## Harassment & Discrimination

This course provides Goodwill team members with essential knowledge to identify, prevent, and tackle unlawful discrimination and harassment, promoting an inclusive and respectful workplace.

**Learning Objectives:** Define unlawful discrimination and harassment, including sexual harassment, along with recognizing protected characteristics. Recognize examples of tangible employment actions linked to unlawful discrimination and harassment, as well as signs of a hostile work environment. Identify your rights as a Goodwill employee, including how to report incidents and the support available for handling these reports.

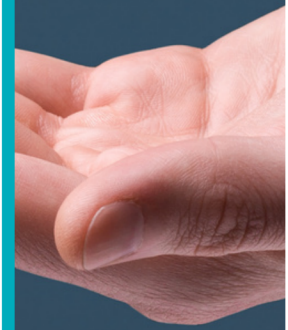
**Modality:** CBT

**Duration:** 25 Minutes

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Unlawful Acts, Discrimination, Harassment, Legal Protections, Reporting, Employee Rights



# HR-RELATED OFFERINGS

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## HIPPA Privacy and Compliance

In order to ensure we are complying with HIPPA laws, there are some basic requirements we need to follow. During this course you will be introduced to the basic HIPPA Requirements.

**Learning Objectives:** Identify what HIPPA is, Determine what information is considered PHI, Explain how to handle information in accordance with HIPPA rules and regulations.

**Modality:** CBT

**Duration:** 15 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Policy and Procedure.  
Employee Rights.

## Interview Like a Pro

This presentation shares helpful information about how to get the right people to work at Goodwill. It is designed from the interviewer's perspective.

**Learning Objectives:** Identify what HIPPA is, Determine what information is considered PHI, Explain how to handle information in accordance with HIPPA rules and regulations.

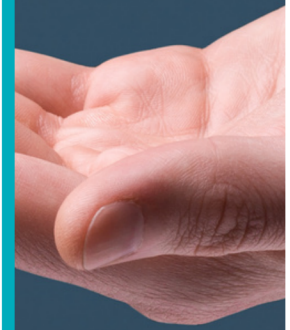
**Modality:** CBT

**Duration:** 15 minutes

**Target Audience:** Hiring Managers

**Prerequisite:** None

**Topics:** Talent Acquisition,  
Hiring Process, Management



# HR-RELATED OFFERINGS

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## Positive Employee Relations

Talking about unions can be tricky. When this topic arises, you may find yourself wondering, “What can I say? What am I allowed to do? Where does the company stand on unions?” We believe our Team Members deserve a clear answer to these questions, and our leaders should be equipped to respond to questions about unions appropriately.

**Learning Objectives:** Summarize the Company’s stance on unions, Describe what they can say and do in the event of potential union organizing, Identify what not to say or do in the event of potential union organizing.

**Modality:** CBT

**Duration:** 17 minutes

**Target Audience:** Managers

**Prerequisite:** None

**Topics:** Policy and Procedure.  
Employee Rights, Employee  
Knowledge, Management

## Workplace Violence Prevention

Goodwill of Central Arizona is committed to creating and maintaining safe and secure environment for employees, customers, visitors, and all other that visit our facilities. In this session, we will be discussing workplace violence. It is important to understand what workplace violence is, who may be involved, how these situations may arise, how we can prepare and prevent workplace violence, and how to respond appropriately to volatile situations.

**Learning Objectives:** Discuss workplace violence, Understand who and how they may be involved, these situations may arise, Identify the steps to prepare for and prevent workplace violence

**Modality:** CBT

**Duration:** 33 minutes

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Workplace  
Safety, Prevention



# HR-RELATED OFFERINGS

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## Workday Self-Lead Learning: Disciplinary/Corrective Actions

This course is part of the new Workday Training program. The Workday Disciplinary/Corrective Actions course is designed for Goodwill managers to gain proficiency of Workday tasks and processes pertaining to Disciplinary/Corrective Actions. Although the scenarios and examples in this training is targeted toward our retail audience, all Workday procedures and processes throughout the course are the same for non-retail people leaders.

**Learning Objectives:** After completing this training, you will be able to demonstrate your knowledge and understanding of Submitting Behavior Coaching Documentation and Disciplinary Action Documentation.

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Onboarding,  
Workday

## Workday Self-Lead Learning: Getting Started with Workday and Workday Mobile

This course is part of the new Workday Training Program; designed for Goodwill Workday users to gain proficiency in the basics of using Workday and Workday Mobile.

**Learning Objectives:** After completing this training, you will be able to Identify the most used areas of Workday and Workday Mobile, Manage inbox tasks and notifications, Delegate Workday tasks, Assess the suitability of the Workday Mobile app for personal use.

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Onboarding,  
Workday



# HR-RELATED OFFERINGS

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## Workday Self-Lead Learning: Job Transitions

This course is part of the new Workday Training Program and is designed for Goodwill managers to gain proficiency in tasks and Workday processes that pertain to job transitions of direct reports and team members.

**Learning Objectives:** After completing this training, you will be able to List and define the different types of job changes team members make in their journey, Determine the correct steps to take to ensure a seamless transition, Manage job transitions correctly in Workday.

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** All Managers

**Prerequisite:** None

**Topics:** Onboarding, Workday

## Workday Self-Lead Learning: New Hire Onboarding (Retail Frontline Associates)

This course is part of the new Workday Training Program it is designed for Goodwill retail managers to strengthen their understanding and participation in their role during the onboarding process for new and rehired frontline retail team members.

**Learning Objectives:** After completing this training, you will be able to demonstrate your knowledge and understanding of the following onboarding tasks and Workday processes: Okta Set Up, Payment Elections, I-9 Form Completion, Benefits Enrollment, 401(k) Enrollment, New Hire Training

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** Retail Members

**Prerequisite:** None

**Topics:** Onboarding, Workday



# HR-RELATED OFFERINGS

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## Workday Self-Led Learning : Performance Management for Retail and ROC

This course is part of the new Workday Training Program it is designed for Goodwill ROC and Retail managers to gain proficiency in skills and Workday processes that pertain to measuring and improving team member performance.

**Learning Objectives:** After completing this training, you will be able to Explain the importance of using performance management actions to develop team members, Define the different performance management actions available and differentiate between each one, Develop and manage performance coaching documentation and Performance Improvement Plans (PIPs)

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** Retail and ROC Managers

**Prerequisite:** None

**Topics:** Onboarding, Workday

## Workday Self-Lead Learning: Recruiting/ Hiring (Retail Frontline Associates)

This course is part of the new Workday Training Program it is designed for Goodwill managers to gain proficiency in Workday processes that pertain to recruiting and hiring frontline retail associates.

**Learning Objectives:** After completing this training, you will be able to demonstrate your knowledge and understanding of the following Workday processes: Finding qualified candidates and scheduling interviews, Conducting interviews and submitting interview feedback, Making hiring decisions, Hiring candidates

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** Retail Hiring Managers

**Prerequisite:** None

**Topics:** Onboarding, Workday



# HR-RELATED OFFERINGS

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## Workday Self-Lead Learning Offering: Time, Attendance and Payroll

This course is part of the new Workday Training Program and is designed for Goodwill managers to gain proficiency in Workday processes that pertain to managing and tracking team member attendance, time off, and submitting time cards to Payroll.

**Learning Objectives:** After completing this training, you will be able to demonstrate your knowledge and understanding of the following Workday processes: Submitting Time Off Requests on Behalf of Team Members, Approving and/or Denying Team Member Time Off Requests, Submitting Leave of Absence (LOA) Requests, Pulling Occurrence Reports, Making "Exceptions" on Occurrence Reports, Correcting Unmatched Punches, Submitting Time Cards to Payroll.

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** All Managers

**Prerequisite:** None

**Topics:** Onboarding,  
Workday

## Workday Video Demonstrations

This course contains videos for step by step instruction on navigating Workday.

**Learning Objectives:** Navigating the Workday Absence, Pay, and Personal Information Applications

**Modality:** CBT

**Duration:** 15 Minutes

**Target Audience:** All Team Members

**Prerequisite:** None

**Topics:** Onboarding,  
Workday





# ROC-SPECIFIC OFFERINGS

The following curated selection of computer-based training is meticulously designed to address the specialized needs of team members within the Retail Operations Center (ROC).

Focused primarily on safety protocols and specific content pertinent to their roles, these courses offer invaluable knowledge and skills tailored to the unique demands of the retail warehouse environment.

These courses will help ensure that learners grasp theoretical concepts and develop the competencies needed to excel in their day-to-day responsibilities within the ROC.



# ROC-SPECIFIC OFFERINGS

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## Drivers Hours of Service

This course will go over the hours of service that Transportation drivers have to follow to ensure safety and compliance.

**Learning Objectives:** Recognize the purpose of the hours of service regulations and their impact. Explain and apply hours of service regulations

**Modality:** CBT

**Duration:** 10 minutes

**Target Audience:**  
Transportation Drivers

**Prerequisite:** None

**Topics:** Transportation Safety.  
Accident Prevention.

## Forklift Operation- Walkie Stacker

This course is designed to inform forklift operators of the safety procedures when using a walkie stacker.

**Learning Objectives:** Observe safety operating procedures. Label controls and inspections. Identify engineering principles. Review additional safety tips.

**Modality:** CBT

**Duration:** 50 minutes

**Target Audience:** Forklift  
Operators

**Prerequisite:** None

**Topics:** Forklift Operations.  
Walkie Stackers. Two-Way  
Radios.



# ROC-SPECIFIC OFFERINGS

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## Gaylords Safety

This course will show you the features and characteristics of Gaylords, demonstrate tips for processing, and explain how to recognize hazardous situations.

**Learning Objectives:** Identify features and characteristics of a Gaylord. Learn tips for processing Gaylords. Recognize hazardous situations.

**Modality:** CBT

**Duration:** 5 minutes

**Target Audience:** ROC &  
Retail Team Members

**Prerequisite:** None

**Topics:** Gaylords. Gaylord  
Safety. Building Safety.

## Hazmat for Forklift Drivers at the ROC

This course will introduce ROC forklift drivers to the process used to transport Hazmat to the ROC and all the paperwork involved.

**Learning Objectives:** Discuss how Hazmat Gaylords will be transported and unloaded, Identify where to take Hazmat Gaylords, Identify how to properly clean a spill Hazmat if one occurs

**Modality:** CBT

**Duration:** 10 minutes

**Target Audience:** Forklift  
Operators

**Prerequisite:** None

**Topics:** Forklift Operations,  
Hazardous Materials



# ROC-SPECIFIC OFFERINGS

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## Transportation: Hazmat Paperwork

This course will introduce ROC forklift drivers to the process used to transport Hazmat to the ROC and all the paperwork involved.

**Learning Objectives:** Identify the components of a Hazmat Manifest and Hazmat Addendum documents.

**Modality:** CBT

**Duration:** Self-Directed

**Target Audience:** All ROC Transportation and Warehouse Operations Team Members

**Prerequisite:** None

**Topics:** Hazardous Materials, Hazard Controls, Driver Safety

## SDS Online

This course covers what an SDS is, how to use our online resource for SDS, and the information you will find in an SDS.

**Learning Objectives:** Introduced to what SDS is, How to use our online resource to retrieve it, Identify the information available on an SDS

**Modality:** CBT

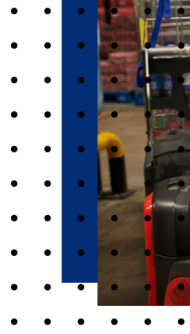
**Duration:** 15 minutes

**Target Audience:** ROC Team Members

**Prerequisite:** None

**Topics:** Hazard Communications, Hazardous Materials, Safety Data Sheets, Workplace Safety





## ROC-SPECIFIC OFFERINGS

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### ROC Good Start Orientation (GSO)

**Duration:** 7.5 hours    **Target Audience:** Newly hired ROC Frontline Team Members

The ROC Good Start Orientation is a thorough onboarding program introducing team members to Goodwill's mission, values, culture, benefits, and career opportunities. It emphasizes how each role contributes to Goodwill's mission of empowering individuals through employment and training. Topics covered include healthcare, retirement, employee assistance programs, and more for well-being and professional growth.

Additionally, time is provided for participants to complete essential computer-based training (CBT) covering workplace safety, diversity, customer service, and compliance. Completing these trainings underscores team members' commitment to Goodwill's standards. Below are the corresponding courses and the pages where a description can be found.

- Active Shooter Response (*Page 5*)
- Back and Lifting Safety (*Page 6*)
- Bloodborne Pathogens (*Page 6*)
- Fire Safety and Personal Protective Equipment (PPE) (*Page 9*)
- Hazardous Communication Standards (*Page 11*)
- Preventing Slips, Trips, and Falls (*Page 11*)
- Computer Use Policy (*Page 14*)
- Employee Handbook Acknowledgement (*Page 15*)
- Harassment and Discrimination (*Page 17*)
- Workplace Violence (*Page 19*)
- Gaylords Safety Presentation (*Page 26*)

# RETAIL-SPECIFIC OFFERINGS

These retail courses are designed to train team members and retail leaders with the foundational skills and knowledge needed to excel in the dynamic world of the thrift industry.

From mastering skills in pricing to developing effective money management techniques, each course is meaningfully crafted to empower team members and leaders with practical knowledge and strategies crucial for success in Goodwill's retail operations.



# RETAIL-SPECIFIC OFFERINGS

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## G90 IT Webinar

This covers the IT Service Desk Webinar.

**Learning Objectives:** Identify the IT Service Desk Structure. Describe what the Service Desk does. Identify the steps to follow when opening a problem ticket.

**Modality:** CBT

**Duration:** 60 minutes

**Target Audience:** Retail Management

**Prerequisite:** None

**Topics:** Information Technology Systems Onboarding

## G90 Safety Webinar

This covers a recording of a Safety webinar.

**Learning Objectives:** Define why safety and a Culture of Safety are a priority for Goodwill. Define Safety and Risk Management and what role it plays in stores. Identify the steps to follow when using the LPMS to support Safety and Risk Management.

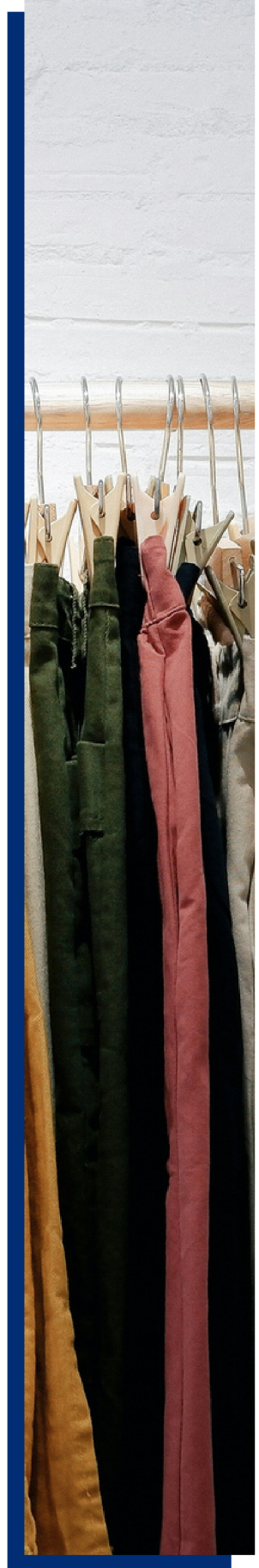
**Modality:** CBT

**Duration:** 60 minutes

**Target Audience:** Retail Management New Hires

**Prerequisite:** None

**Topics:** Safety & Asset Protection, Health and Safety, Onboarding



# RETAIL-SPECIFIC OFFERINGS

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## HRBP Webinar Video

This covers a recorded 30 Days HRBP Training.

**Learning Objectives:** When to partner with HRBP on employee issues. Where to find Human Resources (HR) policies and resources. How to complete and process a corrective action template.

**Modality:** CBT

**Duration:** 60 minutes

**Target Audience:** Retail Management New Hires

**Prerequisite:** None

**Topics:** Human Resources, Compliance and Legal, Onboarding

## Interview Like a Pro

This presentation shares helpful information about how to get the right people to work at Goodwill. It is designed from the interviewer's perspective.

**Learning Objectives:** Select who you want to interview. How to review the application. Preparing for the interview. Conducting the interview, and the After-interview process.

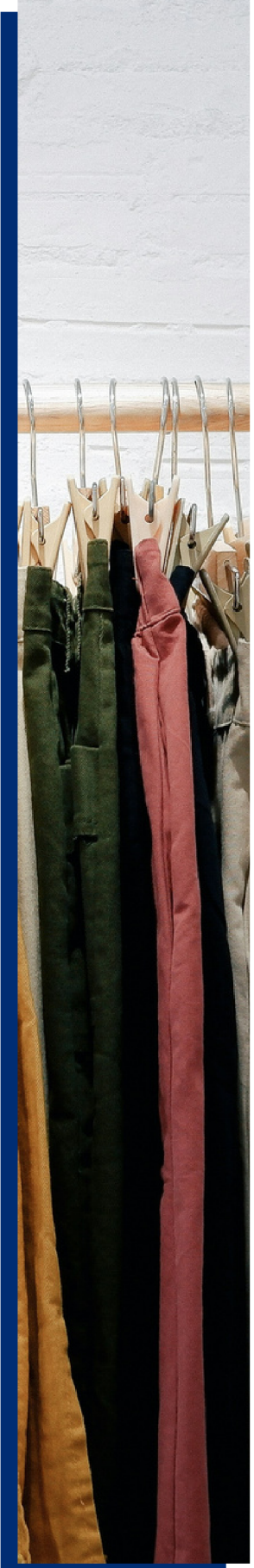
**Modality:** CBT

**Duration:** 15 minutes

**Target Audience:** Retail Management (Advanced)

**Prerequisite:** None

**Topics:** Interview Coaching, Recruitment, Human Resources





# RETAIL-SPECIFIC OFFERINGS

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## Interview Like a Pro-Other Job Roles

This presentation shares helpful information about how to get the right people to work at Goodwill. It is designed from the interviewer's perspective.

**Learning Objectives:** How to select who to interview. Identify the steps in reviewing the application. Preparing for the interview. Conducting the interview, and the After-interview process.

**Modality:** CBT

**Duration:** 15 minutes

**Target Audience:** Retail Management New Hires

**Prerequisite:** None

**Topics:** Human Resources, Compliance and Legal, Onboarding

## Online GSO Prep

This course is designed to give leaders an overview of how to conduct an online GSO at their locations.

**Learning Objectives:** Determine the process to prepare before the new hire's first day. Conducting the GSO, and After the GSO procedures.

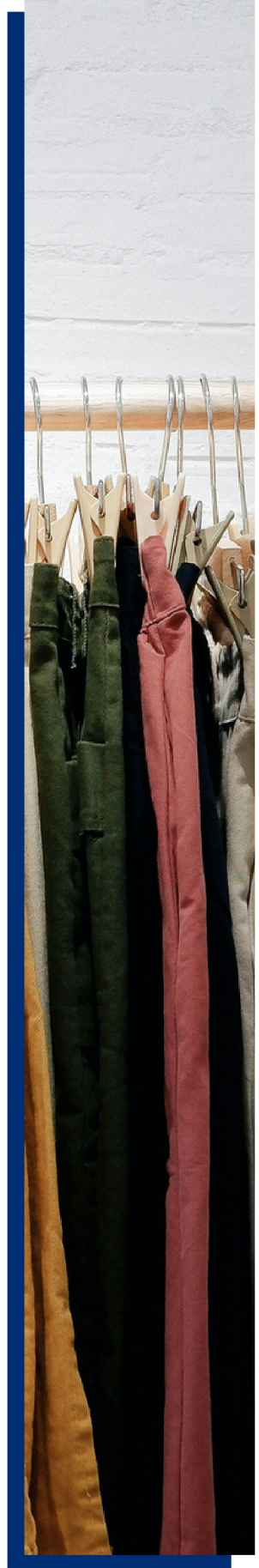
**Modality:** CBT

**Duration:** 15 minutes

**Target Audience:** Retail Management

**Prerequisite:** None

**Topics:** Onboarding, Mentoring



# RETAIL-SPECIFIC OFFERINGS

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## Positive Employee Relations

This course covers understanding unionization for leaders.

**Learning Objectives:** Summarize the Company's stance on unions. Describe what they can say and do in the event of potential union organizing. Identify what not to say or do in the event of potential union organizing.

**Modality:** CBT

**Duration:** 12 minutes

**Target Audience:** Retail Management

**Prerequisite:** None

**Topics:** Compliance and Legal Unionization

## Production Room Terminology

This is a quiz to test your knowledge regarding production room procedures.

**Learning Objectives:** Determine your knowledge on the production room process such as the items per Gaylord, rolling, ROBarT, price average, and 550.

**Modality:** CBT

**Duration:** 8 minutes

**Target Audience:** Team Members

**Prerequisite:** None

**Topics:** Assessment  
Production Room Procedures  
Inventory Management



# RETAIL-SPECIFIC OFFERINGS

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## Robbery and Burglary

This presentation covers what you should do during a robbery or burglary as well as how to report it.

**Learning Objectives:** Define robbery and burglary. What to do during a robbery or burglary. How to report a robbery or burglary.

**Modality:** CBT

**Duration:** 13 minutes

**Target Audience:**

Management and Sales

Floor New Hires

**Prerequisite:** None

**Topics:** Asset protection

Workplace Safety

## Safety Recall Knowledge Check

This is a quiz to test your knowledge regarding safety recalls.

**Learning Objectives:** Determine your knowledge on the process to follow when safety recalls occur.

**Modality:** CBT

**Duration:** 25 minutes

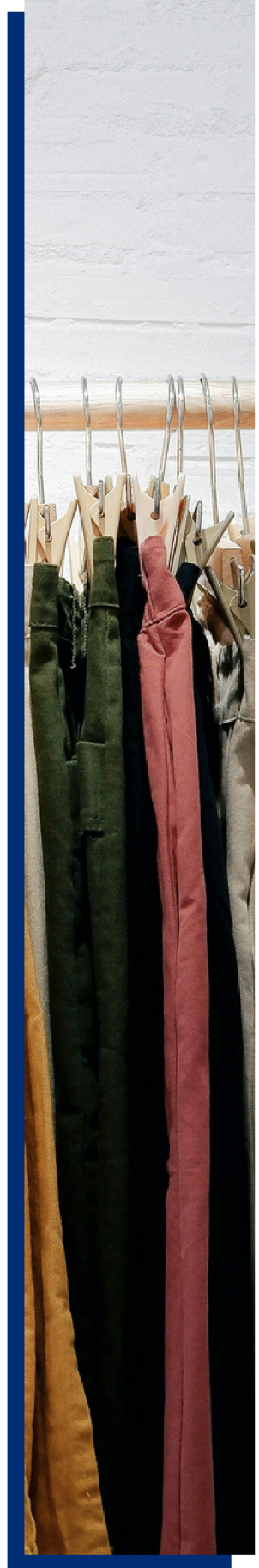
**Target Audience:** Team

Members

**Prerequisite:** None

**Topics:** Assessment, Retail

Management, Safety Recall



# MISSION-RELATED OFFERINGS

Goodwill is committed to empowering individuals, strengthening families, and building stronger communities through support services tailored to personal and professional growth. Our mission services offer computer-based training in basic computer skills, financial literacy, and core soft skills like effective communication and active listening, offered through My Career Advisor (MCA).

These courses equip team members or job seekers with the tools to navigate today's job market and effectively manage personal finances. Through this approach to training, Goodwill fosters development opportunities and enhances employment, supporting individuals in reaching their career and personal goals.



# MISSION-RELATED OFFERINGS

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## Basic Computer Skills 101



The purpose of this course is to prepare learners to complete the Northstar Digital Literacy Assessments and obtain Certification by teaching basic computer skills.

**Learning Objectives:** Differentiate between Computers, Laptops and Smart Devices. Examine and practice desktop navigation. Evaluate smartphone navigation. Evaluate Windows 10 OS operating systems.

**Modality:** CBT

**Prerequisite:** None

**Duration:** Self-Paced

**Topics:** Basic Computer Skills, Internet

**Target Audience:** Team Members/Job-Seekers

Basics, Using Email in Windows OS

## Basic Computer Skills 102



The purpose of this course is to prepare learners to complete the Northstar Digital Literacy Assessments and obtain Certification by teaching basic computer skills including Microsoft Office applications

**Learning Objectives:** Evaluate Microsoft Word functionality. Examine Microsoft Excel functionality. Demonstrate how to use Microsoft PowerPoint. Evaluate Mac OS operating systems.

**Modality:** CBT

**Prerequisite:** Basic Computer Skills 101

**Duration:** Self-Paced

**Topics:** Microsoft Word, Microsoft

**Target Audience:** Team Members/Job-Seekers

Excel, Microsoft Power Point, Mac Operating Systems



# MISSION-RELATED OFFERINGS

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## Basic Computer Skills 103



The purpose of this course is to prepare learners to complete the Northstar Digital Literacy Assessments and obtain Certification by teaching basic computer skills including social media etiquette, information literacy, and career search skills.

**Learning Objectives:** Discuss social media and proper etiquette. Examine Information. Literacy Demonstrate Career Search Skills.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Basic Computer Skills, Career Search Skills, Social Media Etiquette

## Core Skills: Values

The purpose of this course is to introduce learners to Goodwill's Core Values.

**Learning Objectives:** Examine GW's mission and vision. Identify GW's Five Core Values. Evaluate the Trust Pledge.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Our Mission and Vision, Five Core Values, The Trust Pledge



# MISSION-RELATED OFFERINGS

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## Core Skills: Difficult Conversations

The purpose of this course is to prepare learner to identify and engage in difficult conversations with those we serve.

**Learning Objectives:** Define difficult conversations. Evaluate difficult conversation barriers. Discuss managing emotions.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Conversation barriers, Culture of accountability, Understanding the emotions associated with these conversations

## Core Skills: Coaching and Mentoring

The purpose of this course is to help team members develop the skills necessary to be an effective Career mentor/Coach.

**Learning Objectives:** Define Coaching and Mentoring. Summarize coaching & Mentoring principles. Examine techniques to leverage this skillset.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Coaching and Mentoring, Principles of Coaching and Mentoring, Techniques to leverage Coaching and Mentoring



# MISSION-RELATED OFFERINGS

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## Core Skills: Effective Communication & Active Listening

The purpose of this course is introduce Team Members to effective communication skills necessary to successfully engage our customers.

**Learning Objectives:** Discuss effective communication skills. Examine active listening skills. Evaluate how to overcome boundaries to active listening and effective communication.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Effective Communication, Active Listening, Overcoming boundaries, Identifying unique skillsets

## Core Skills: Growth Mindset

The purpose of this course is to prepare learners to identify what a growth mindset entails, and how to leverage their understanding to better serve our customers.

**Learning Objectives:** Define Growth and Fixed Mindset. Examine ways to overcome mindset barriers. Explain how to cultivate a growth mindset.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Growth Mindset, Fixed Mindset, Overcoming Fixed Mindset Barriers, Pivoting





# MISSION-RELATED OFFERINGS

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## Core Skills: High-Impact Questions

The purpose of this course is for learners to gain a better understanding of how to leverage their High-Impact questioning skillset to best serve our customer.

**Learning Objectives:** Define High-impact questions. Differentiate open and closed-ended questioning. Discuss how to leverage High-impact questions.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** High-impact questions, Open and closed-ended questions, High-impact question techniques

## Core Skills: Motivational Interviewing

The purpose of this course is for learners to gain a better understanding of how Motivational Interviewing skills can help motivate our customers.

**Learning Objectives:** Defining Motivational Interviewing. Examine Motivational Interviewing Skills. Discuss Motivational Interviewing Principles.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Motivational Interviewing, Motivational Triggers, Motivational Interviewing Techniques



# MISSION-RELATED OFFERINGS

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## Core Skills: Relationship Building

The purpose of this course is for learners to better understand how to build meaningful relationships in the workplace, and how to leverage relationship-building skills to improve interactions with jobseekers.

**Learning Objectives:** Defining Relationship-Building. Examine Relationship-Building Skills and Fundamentals. Discuss Relationship-building best practices and implementation.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Conflict Management, Relationship-Building Skills

## Core Skills: Self-Care and Burnout

The purpose of this course is to introduce learners to the foundations of Self-Care and Burnout and how to leverage this skill in the workplace and with the people we serve.

**Learning Objectives:** Defining self-care and burnout. Examine self-care and burnout strategies. Discuss self-care and burnout implementation.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Self-care and burnout, Characteristics of burnout, Self-care techniques



# MISSION-RELATED OFFERINGS

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## Core Skills: Time Management

The purpose of this course is for learners to gain a better understanding of the positive impact time-management can have on daily work priorities.

**Learning Objectives:** Define time management. Discuss goal setting, prioritizing tasks, and organizing your day. Examine time management tools.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Time Management  
Healthy Habits

## Financial Literacy: 401(k) Basics



The purpose of this workshop is to introduce learners to the foundational concepts of retirement savings through a 401(k).

**Learning Objectives:** Define 401(k). Explain the 401(k) Contribution Process. Identify the Importance of Saving for Retirement.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** 401(k), Employer matching, Retirement savings



# MISSION-RELATED OFFERINGS

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## Financial Literacy: Banking Basics



The information in this course is designed to bring a basic level of awareness about financial institutions and empower the learner to research and find an institution that will meet their respective financial needs.

**Learning Objectives:** Define financial institutions. Differentiate Between Checking and Savings Accounts. Examine Additional Banking Services.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Financial Institutions, Checking, Savings Accounts, Banking Alternatives, Online Banking

## Financial Literacy: Budget and Savings Basics



This workshop will introduce learners to the foundational concepts of creating a personal budget.

**Learning Objectives:** Explain why creating and savings plan is a good idea. Identify how to budget and savings benefits. Create a personal budget.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Assess finances, Budget Planning, Money Saving Tips



# MISSION-RELATED OFFERINGS

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## Financial Literacy: Credit Basics



The purpose of this course is to help learners better understand credit, it's functions, and how to leverage credit strategically.

**Learning Objectives:** Describe how credit works and why it is important. Explain Credit Usage Principles, Five Cs of Credit. Determine how you can begin to leverage credit monitoring services for your personal credit profile.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Types of Credit, Credit Reporting Agencies

## Financial Literacy: Credit Counseling



The purpose of this workshop is to introduce participants to the services provided by credit counseling services, and to help learners determine if credit counseling is right for them

**Learning Objectives:** Explain why creating and savings plan is a good idea. Identify how to budget and savings benefits. Create a personal budget.

**Modality:** CBT

**Duration:** Self-Paced

**Target Audience:** Team Members/Job-Seekers

**Prerequisite:** None

**Topics:** Assess finances, Budget Planning, Money Saving Tips



# MISSION-RELATED OFFERINGS

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## Financial Literacy: Financial Goal-Setting



The purpose of this workshop is to introduce participants to financial goal-setting, SMART goals, and best practices to help achieve financial wellness.

**Learning Objectives:** Define financial SMART goals. Discuss Goal-Setting best practices. Develop financial SMART goals.

**Modality:** CBT

**Prerequisite:** None

**Duration:** Self-Paced

**Topics:** Types of Credit,

**Target Audience:** Team Members/Job-Seekers

Credit Reporting Agencies

## Financial Literacy: Purchasing a House



This course will expand the learner's knowledge of the home buying process and introduce the learner to key concepts necessary to approach buying a home.

**Learning Objectives:** Identify individual home needs. Explain the home-buying process. Evaluate available housing options.

**Modality:** CBT

**Prerequisite:** None

**Duration:** Self-Paced

**Topics:** Budgeting and

**Target Audience:** Team Members/Job-Seekers

Credit, Home-buying Team, Home-buying Process



# LEADERSHIP & CULTURE OFFERINGS

Goodwill of Central and Northern Arizona and Goodwill Industries of Monocacy Valley offer world-class leadership and culture-focused courses designed to inspire, empower, and develop our team members.

From our leadership academies to our Retail management training program, we provide foundational leadership skills that cater to the needs of leaders at different levels and in other parts of the organization.

Our organization also offers enriching workshops and courses focused on helping team members understand our organization's rich culture and even dives deep into understanding our human behavior to strengthen their ties to our organization's culture.





# LEADERSHIP & CULTURE OFFERINGS

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## New Hire Orientation

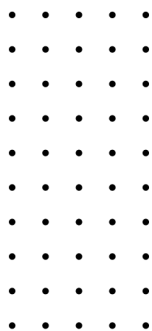
**Duration:** 5 hours    **Target Audience:** Newly hired Corporate and Mission Team Members, Newly hired Retail District Managers and above, and newly hired ROC managers and above.

New Hire Orientation (NHO) is offered to new team members as an introduction to GCNA/GIMV through an in-person experience. Learning and Development collaborates with HR to provide this service. New team members attend NHO on a set date after completing new hire forms and prerequisite courses in the Learning Management System (LMS). NHO is designed for our corporate and mission team members and management team members from our retail and retail operations center (ROC) divisions.

### Course Objectives:

- Provide team members with the history of Goodwill
- Introduce team members to our mission, values, culture and vision
- Highlight the different business units within GCNA/GIMV





# LEADERSHIP & CULTURE OFFERINGS

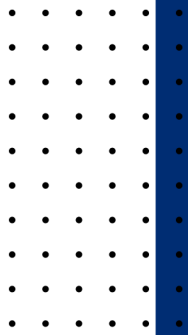
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## Foundational Leader Academy

**Duration:** 6 weeks    **Target Audience:**

The Foundational Leader Academy (FLA) is the first academy in GCNA/GIMV's leadership series. The cohort-based leadership development program prepares leaders with the skills necessary to excel in and out of GCNA/GIMV. Within the six weeks, leaders experience different workshops designed to target the following topics:

- Effective Communication
- Leadership Styles and Levels
- Organizational Change
- HR in Leadership
- Developing a Vision
- Difficult Conversations
- Coaching



# LEADERSHIP & CULTURE OFFERINGS

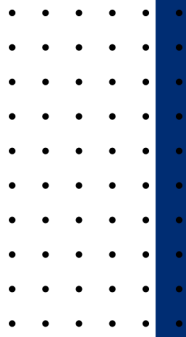
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## Developing Leader Academy

**Duration:** 4 months    **Prerequisite:** Foundational Leader Academy  
**Target Audience:**

The Developing Leader Academy (DLA) is a four-month program that meets twice a month. This program from the leadership series focuses on refining the leadership skills gained in the Foundational Leader Academy (FLA) and leading other leaders and centers around fulfilling a capstone project. Topics covered in DLA include the following:

- Leadership Styles
- Emotional Intelligence
- Strategic Communication
- Collaborative Teams
- Managing Change
- Value-Based Leadership
- Organizational Resilience
- Diversity in Workplace



# LEADERSHIP & CULTURE OFFERINGS

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## G-90 (Retail Manager Training Program)

**Duration:** 90 days **Target Audience:**

G-90 is GCNA/GIMV's retail manager training program, designed to onboard new retail management leaders successfully. This program provides 90 days of training centered on task mastery, business literacy, and organizational alignment –all designed with the leader's success in mind.

### Program Overview:

#### Sprint Week

- Begins on Week 1
- Five days of high-impact onboarding
- Facilitated by Training Administrators

#### Home Store

- Begins on Week 2
- Returns to the store to add value and continue training
- 90 days of ongoing training: Task Mastery, Business Literacy, and Organizational Alignment



# LEADERSHIP & CULTURE OFFERINGS

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## Retail Culture & Connect

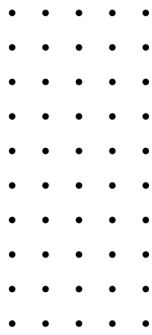
**Target Audience:** Retail Managers

An all-day offsite event that brings a rotation of seasonal learning workshops to retail leaders. Topics are diverse and can include elements of leadership training, deep dives into product knowledge, or alignment on policies and procedures.

**Our workshop topics include:**

- Corrective Action
- ROC Overview
- Above the Grade
- Productive Leadership
- Linen
- Grading 2.0
- Leadership Communication
- Team Building

The event occurs twice each quarter, with Group A attending one week and Group B attending the following week. This is due to the size of the audience. A separate, smaller event occurs in Maryland as well.



# LEADERSHIP & CULTURE OFFERINGS

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## Management Team (MT) Development Meeting

**Target Audience:** “Management Team”; Mission/Corporate/ROC people managers and Retail District Managers.

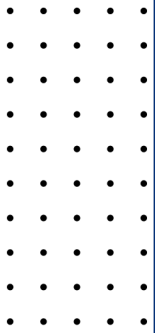
Management Team Development (MT) Meeting is a full day, off-site event for our managers to explore emerging trends in leadership, delve into effective communication strategies, and enhance their problem-solving skills.

A separate, smaller event occurs in Maryland as well, with a similar scheduling format.

## Leadership Team (LT) Development Meeting

**Target Audience:** Directors and Sr. Directors

Leadership Team Meetings are an off-site event where our directors and senior directors come together to develop in their leadership skills and connect with one another. These vary from one to two full days, depending on the calendar of events and content, and can sometimes follow, or occur before, SLT/ELT and Board meetings (back-to-back).



# LEADERSHIP & CULTURE OFFERINGS

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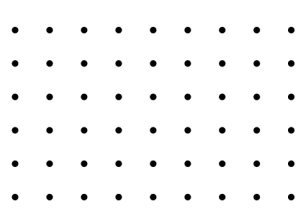
## Leadership Conference

**Target Audience:** Managers and above

Goodwill’s Leadership Conference is an annual, two-and-a-half-day culture event designed to connect and develop leaders. Each year, leaders get the opportunity to expand their learning through carefully designed workshops, build stronger relationships with one another, and contribute artifacts to support the development of our culture.

The conference has three, consistent objectives: celebrate our achievements, build stronger connections, and have fun. A fourth objective is customized based on a yearly, overarching learning topic. This topic is selected based on the needs of our leaders and the organization.

In addition, each year’s conference is designed around a fun, engaging theme to support the yearly learning topic. This includes custom logo’s, taglines, and other branded materials to set the tone.



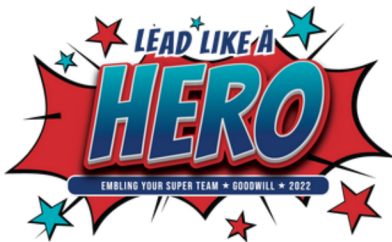
**LEADERSHIP  
CONFERENCE 2019**  
Be an *Agent of Change*

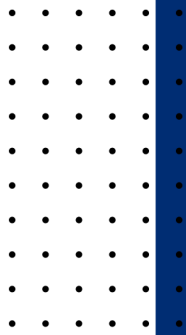
Attendees will also take part in the following core elements of the conference.

**Learning Workshops:** These workshops are designed and delivered by L&D team members. Each workshop is about 90 minutes in length, and includes applicable topics and engaging activities. Leaders are able to sign up for workshops that align with their learning goals.

**Teambuilding:** Leaders are split into small teams where they have a chance to compete against each other in a variety of activities.

**Awards Celebration:** At the end of the conference, leaders come together for a Gala night, where awards are given out to recognize their contributions to the organization.





# LEADERSHIP & CULTURE OFFERINGS

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## Executive Coaching

**Target Audience:** Directors and above

As our organization grows rapidly, our future success requires outstanding leadership. To help ensure that our leaders continue to develop and increase their effectiveness, we offer a robust Executive Coaching Program for GCNA/GIMV's Directors, Vice Presidents, and Executives. The organization partners with professional, external vendors that provide extensive 360 assessments and other tools and resources to match our leaders with the most suitable, certified coaches across the U.S.

**This service focuses on:**

- Identifying the strengths and building new skills needed to achieve desired business results.
- Learning from real-life situations (both successes and failures).
- Developing self-awareness and emotional intelligence.
- Constructing and completing specific development goals and other measures of success.





## LEADERSHIP & CULTURE OFFERINGS

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### 360 Review

**Target Audience:** Directors and above

Goodwill's Learning and Development team offers a 360 evaluation, designed and delivered internally, and available to any area of the organization. This document is intended to provide leaders with a better understanding of the tool, how it is administered, and what actions to take after results are compiled.

A 360 evaluation is an assessment tool that gathers performance feedback on an individual from a wide range of responders. Unlike a "traditional" review in which feedback only comes from a direct report, a 360 evaluation takes into consideration feedback from others – even the individual themselves. The number "360" defines the type of responders: the self, direct reports, and peers.

Our 360 is a custom evaluation designed to measure what is most important to the organization:

- Core Values
- Organizational Alignment
- Communication
- Interpersonal skills
- Motivation
- Trust Pledge
- Efficiency and Effectiveness



## LEADERSHIP & CULTURE OFFERINGS

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### Real Colors

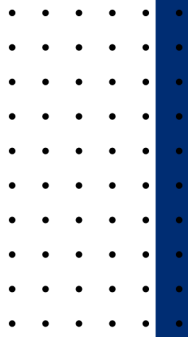
**Duration:** 4 hours

Real Colors is a dynamic half-day workshop using a personality type assessment that identifies four personality types common to all people. Team members actively learn more about themselves and their peers through activities, small group interactions, and extensive group discussions.

GCNA/GIMV also offers mini Real Colors workshops to allow team members to dive deeper into conflict resolution, change, effective communication, and many more topics.



Real Colors®



# LEADERSHIP & CULTURE OFFERINGS

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## The Week in Learning

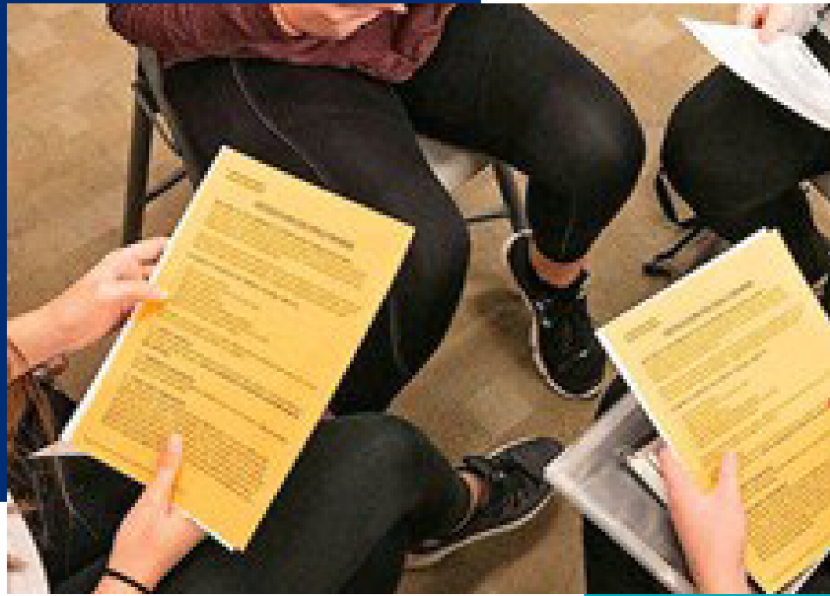
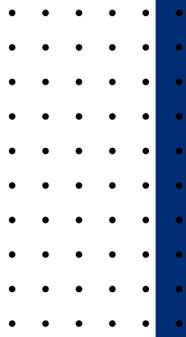
GCNA/GIMV publishes a weekly post to the organization, the Week in Learning. The Week in Learning aims to inspire its readers with a new learning topic each week – challenging the reader to learn something new or look at a familiar topic from a new perspective. Goodwill readers can expect one of the following publications each week:

**Recommendations:** Recommendations on Ted Talks, podcasts, books, and more.

**Articles:** Articles written by Goodwill authors on a variety of learning topics.

**Teambuilders:** Easy and fun activities to use at your team’s next get-together.

The Week in Learning benefits the reader and provides a development opportunity for the author. Our authors are challenged to write about something they know, brush up on their writing skills, create applicable connections to a diverse audience, and inspire our readers to act.



# LEADERSHIP & CULTURE OFFERINGS

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## Poverty Simulation

Poverty is a reality for many individuals and families, and it is no less of an issue for the communities GCNA and GIMV serve. Unless someone has lived this reality, it is challenging to understand. The Poverty Simulation bridges the gap from misconception to understanding.

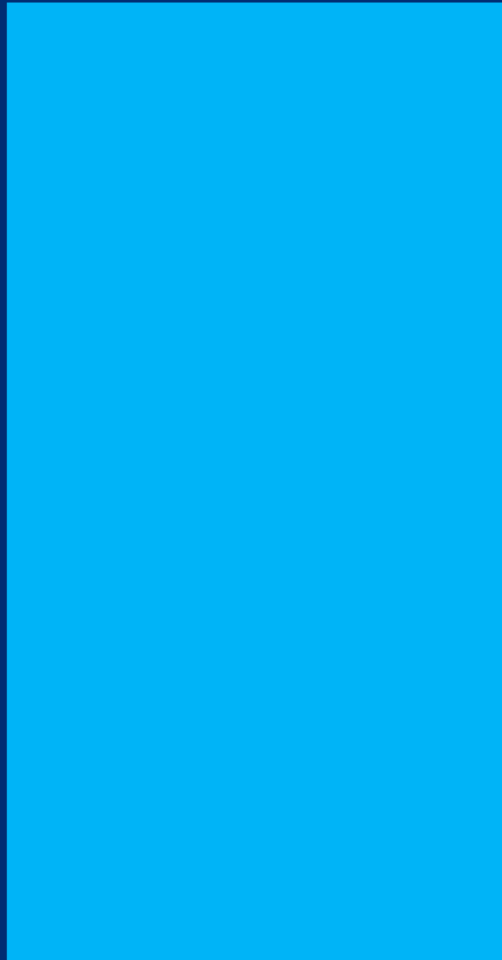
The Poverty Simulation is a live-action simulation designed to sensitize participants to the day-to-day realities of life faced by low-income people. In the simulation, up to 88 participants assume the roles of up to 26 families facing poverty. In addition, about 20 volunteers will assume the roles of community resources.

Participants “role play” a month in poverty, facing challenges to securing human essentials, which include:

- Food
- Finding employment
- Transportation
- Dealing with chronic illnesses

*\*The Poverty Simulation is designed and owned by Missouri Community Action Network. GCNA/GIMV have certified Poverty Simulation facilitators, along with a licensed kit.*

# LEARNING & DEVELOPMENT



*Goodwill*

2024