



A WEEK IN *Learning*

SPOTLIGHT

Individuals and teams leading a culture of learning!

HEROS BEHIND THE SCENES: GIMV SUPPORT TEAMS

Libby Johnson, Director, Learning and Development

Meet the Team!

In the heart of Monocacy Valley lies a group of remarkable individuals known as the GIMV support teams. Contrary to popular belief, GIMV support teams are not like the specialized support teams of GCNA. These teams are distinctive in their role as they provide support to all departments within GIMV. This is made possible by the combination of various departments such as HR, Asset Protection, Events, Administration and Facilities, into the Support Operations team. According to the Director of Support Operations, Kim Stouffer, they provide support to the entire GIMV team, from Retail to Mission Services.



Maryland Service Center Grand Opening

Wearing Many Hats

GIMV support team members are often tasked with multiple duties and responsibilities that may or may not be similar. But, this tight-knit team leverages each member's unique strengths to support the organization. Whether it's as a Workday expert, contract approval specialist, or a talented recruiter, each team member brings something special to the table. Kim shares her pride in this exceptional group of people:

"I'm proud of my support team because of their willingness to do whatever is necessary to serve GIMV and the community. Each member of this team has a strong 'why' and a deep commitment to the organization, the Mission and the entire Goodwill family. They always go the extra mile to ask questions and research the best way they can support."

A Testimony of Teamwork

The opening of the Main Campus serves as an example of the team's versatility, as they seamlessly transitioned from working with construction vendors to make sure that the building was ready for use,

the team then quickly switched gears to plan events such as the Monocacy Store Grand Opening, Retail Culture & Connect, Veterans Center VIP Reception and the ribbon cutting of the Career Center. This type of work requires cross-functional training and an understanding of each other's roles, leading to opportunities for team members to learn and grow.



Author: Libby Johnson

Kim attributes the success of the support teams' versatility to their strong "why" and deep commitment to the organization and its mission. This creates a sense of unity and purpose among team members, and helps to build a strong and motivated team culture. Additionally, having a clear understanding of the mission helps team members prioritize tasks and allocate resources effectively, leading to more efficient and effective work.

Finally, the GIMV support teams are grateful for the partnerships and relationships they have built with the Arizona market. They recognize that these partnerships are crucial to their success and express their appreciation for the support they receive.

Thank you for leading a culture of learning!

GIMV Support Team Members:

Kimberly Stouffer – Director, Support Operations

Christina Poole – Manager, Administration & Events

Emily Fox (Leibold) – Support Operations Coordinator

Fawn McMahon – Support Operations Coordinator

Tina Brown – Custodian for the Main Campus and Veteran Service Center

Donald Ricketts – Security Guard for the MSC & VSC

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Learn more about this L&D team member.

