



# A WEEK IN *Learning*

## SPOTLIGHT

*Individuals and teams leading a culture of learning!*

## NURTURING TALENT: HOW ROC MANAGERS FOSTER EXPERTISE

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In today's dynamic and competitive business landscape, fostering a learning culture has become crucial in building thriving workplaces. At the heart of this culture lies the recognition and value placed on individuals' potential to grow and develop.

We work at an organization that prioritizes and invests in the learning journey of its team members. Our very own Retail Operations Center (ROC) is a prime example of cultivating a skilled workforce, while creating an environment where innovation, engagement, and personal fulfillment arise.



### **Uplifting Journeys**

I had the opportunity to connect with two individuals who embody the spirit of perseverance and continuous growth within our organization. Meet Noli Delos Santos and Deng Mengar, two managers who have forged their paths to success.

Noli started his journey in March 2014 as a donation attendant at the Retail Donation Centers (RDC), eventually moving up as a Supervisor of RDCs. He finally joined the ROC in February 2015. Through dedication and the support from his leaders, Noli acquired a deep understanding of the organization's operations and its mission. He is continuously helping others in the organization flourish and is now a ROC Operations Manager.

Noli shared that as a leader, his role is to support his team members and help them grow. His philosophy is centered on the "Ohana" (family) concept. He is there for the people and is devoted to ensuring they have the necessary tools to succeed.

Deng began his career journey at Goodwill as a Dock Operations Manager in 2021. Driven by his passion for continuous improvement, he pursued every opportunity to learn and develop his skills. He is now a Senior Warehouse Operations Manager, leading his team members to their full potential. Deng believes building relationships and a positive culture are more important than anything else. He believes a leader is capable of building people up and giving them a second chance.

Noli and Deng are only two of the many leaders who embody the limitless possibilities that await those who embrace the ever-growing opportunities at Goodwill.

### **Leaders Driving Learning to New Heights**

Warehouse operation leaders play a pivotal role in shaping the career trajectory of forklift operators, equipping them with the necessary skills and knowledge to excel in their roles and beyond. Through meticulous planning and execution, the warehouse operation leaders created a Forklift Certification Training over a decade ago. This certification has created an environment where forklift operators can thrive and reach their full potential.



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According to these leaders, being a forklift operator is both an opportunity and a skillset team members can take with them, even if they pursue an opportunity outside of Goodwill. In this program, they can earn higher compensation and participate in a paid 90-day training for those without experience.

The ROC is a great example of a department that provides its team members with exceptional learning opportunities and visionary leadership. Many other departments share this same dedication, which is why Goodwill continues to shape the next generation of leaders, leaving a lasting impact on both individuals and the organization.

### ***Thank you for leading a culture of learning!***

Noli Delos Santos , ROC Operations Manager  
Deng Mengar, Senior Warehouse Operations Manager

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