

A WEEK IN *Learning*

Learning Matters

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Welcome!

Your Goodwill Learning and Development Team is excited to share our first edition of “The Week In Learning”. In each short article, you will read about a learning idea or issue – and how it connects to our work. Topics will range from the introduction of concepts and innovations in the field of learning – to the review of classic ideas that have stood the test of time. We will also share information regarding the events, programs, and other learning opportunities we have designed to support your professional – and personal - growth. In this first edition, I would like to explain why personal and organizational learning is so critical to GCNA’s future success, and share a bit about our team’s work.

Why Learning Matters

Why DOES learning matter? There are two important ways to frame this question. First, it is really a personal question. In other words, “Why does learning matter TO YOU?” We all have a different answer to this question. The answer

that fits you best is critical – because it will determine your actions. Working with your leader, you have the responsibility to both understand what is required of you at Goodwill and to advocate for the things you would like to do in order to grow as a professional. Learning matters because it helps close a gap between the things you are able to do now, and the things you will be able to do later. Likewise, it will help you reach your goals.

The second way to consider this question is from the viewpoint of the organization. Collectively, Goodwill needs to be aware of what is going out in our broader environment. What do our shoppers need? What do the people we serve need? Researching and understanding the answers to these questions requires learning. We also need to make sure that, inside Goodwill, we have the right skill-sets to meet the challenges of the environment. This also requires learning. Learning matters because it helps

“Why does learning matter TO YOU?”



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make sure that Goodwill is working on the right things and has the right people doing the work.

Our Work

At Goodwill, we create pathways to a better future for all by helping those who desire self-sufficiency. We operate as a social enterprise, selling gently-used items in our retail stores and using the proceeds to operate

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outstanding programs to help people overcome barriers to employment and build careers. Every part of our business requires learning and development support, and the L&D team works hard every day to make sure that support is available. From technical training in our retail stores to our new Mentor Program, our goal is to be able to provide everything you need to succeed in your current role – and to help you build a path for growth into your next one. Over the coming weeks, you will read more about our work, meet the members of our team and learn about their specific roles. We are committed to providing you with the learning tools and resources you need to be successful – so that Goodwill can be successful.

To contact Goodwill’s Learning and Development team, please email learninganddevelopment@goodwillaz.org

Through the goodwill of others, we create the pathway to a better future for all by helping those who desire self-sufficiency.