

GoodLearning Academy

**TRAINING AND
DEVELOPMENT
CATALOG**

2018





People Working and Learning Together

The purpose of GoodLearning Academy is to support your personal and professional development. As you select educational courses and create your training plan, we're here to help you strengthen your career and reach new levels of success!

Employees, program participants and community members, including veterans and their families, are encouraged to enroll in GoodLearning Academy classes.

We believe in the power of people working and learning together. We believe in you!

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2018

Welcome

Dear Community Members,

GoodLearning Academy classes provide job-ready skills, employee development and career navigation. Simply stated, Goodwill of Orange County believes the power of work changes lives, and GoodLearning Academy supports your journey every day.

1,431 individuals attended GoodLearning Academy in 2017 and we delivered an extraordinary 2,827 combined training outcomes. We offer a special salute this year to Greenberg Gross LLP for their generous contribution to the Goodwill Career Center, GoodLearning Academy and our mission to serve people with barriers to employment.

Accredited certifications from GoodLearning Academy help participants stand out in the job market.

- In 2017, 94 individuals earned the National Retail Federation Customer Service and Sales certification. They join 380 others who have received the designation since we began offering it in 2014.
- We partner with Santa Ana College to provide the State of California General Office Clerk certificate. Throughout 2017, 52 learners attended 993 of these classes.

Employee onboarding is another shining facet of GoodLearning Academy. In the last year, 310 people completed Workplace Ethics and 331 completed Financial Literacy courses.

Collaborating with other community organizations, we served 156 Orange County residents seeking career development and job skills in 2017.

As you review the opportunities in this catalog, imagine taking part in classes to build your personal and professional skills. Picture yourself alongside others also working toward career goals helped by caring instructors. Remember that there is no cost to you to enroll in GoodLearning Academy workshops and certificate programs.

For our newest team members, the road starts here. For those already on your way, we're here to assist you on your training and learning journey.

Sincerely,

The GoodLearning Academy Team

"Good presentation! I learned many things. It was helpful."

Caitlin B., Store Manager

Our Mission

Goodwill is in the business of helping people who are facing barriers to get and keep jobs, which provides purpose, pride and dignity. We believe the power of work changes lives.

Our Vision

Over the next five years, we intend to double the number of people we serve by providing services that are innovative and driven by the needs of the community.

"Training is very useful! It helped open my eyes to what I may be missing."

Ismael U., Store Manager

Our Values

Goodwill Brand

We are committed to preserving and promoting the Goodwill Brand. We respect its inherent value and impact.

People Working and Learning Together

We appreciate the abilities and perspectives of our diverse team. We foster a participatory workplace and engage in informed decision-making about achieving common goals.

Integrity

We practice the highest ethical standards and embrace a culture of kindness. We take responsibility for our actions and treat everyone fairly with compassion and respect.

Customer Satisfaction

We recognize that satisfied, loyal customers are essential to our success. Customer service is our competitive edge and we seek to deliver it flawlessly.

Independence

We dedicate ourselves to promoting self-reliance and wellbeing at every touch point of the organization. We believe in the power of work; it provides a pathway to independence.

Innovation and Growth

We embrace innovation to be an agile, results-driven leader. We must generate superior returns on the assets entrusted to us, returning even greater value to the community.

Accountability

We strive for accountability and transparency. We invite inquiry, ideas and critique in every area of our work.

Environmental Responsibility

We are committed to helping the community achieve its reuse, recycle and repurposing goals. We will minimize the impact of our own operations on the environment.

"I learned a new customer service skill for job purposes."

Sammy L., Community Learner

Frequently Asked Questions

Who can enroll in GoodLearning Academy courses?

Employees – Goodwill of Orange County is committed to providing you with four hours of class time for personal training and development each year. You may enroll in two, two-hour classes annually from any of the four course categories. Additionally, you may take unlimited online courses on your personal time.

Program participants and individuals participating in Goodwill Human Services Programs – Your program coordinator will register you in the courses required for your program. Contact us to enroll in additional courses that interest you.

Orange County veterans, their family members and community residents – We welcome you to enroll in any of our classes.

Where is the training location?

GoodLearning Career Center
200 N. Fairview, Santa Ana, CA 92703
(Cross-streets: First/Fairview)

The Greenberg Gross Career Center hosts GoodLearning Academy classes. The center, made possible in part with a generous donation from the Costa Mesa law firm, also provides job placement services and other training.

How much do GoodLearning Academy courses cost?

Instructor-led classes and online courses are free* to Goodwill employees, program participants, veterans and their families and Orange County residents.

On what days and times are classes held?

Hours of operation are Monday through Friday, 8:00 am–4:30 pm
(see monthly calendar for open lab hours)

How can I register for GoodLearning Academy classes?

You can register by emailing training@ocgoodwill.org or calling the GoodLearning Academy Team at 714.547.6308 ext. 322.

Are e-learning options available?

Yes! Goodwill of Orange County's e-Learning Portal is available to students. You can register for online courses by emailing training@ocgoodwill.org and inquiring about the online learning catalog that contains over 300 training courses accessible at any time.

Plus Goodwill Community Foundation, Inc. supports GCFLearnFree, a free, online learning community.

See page 14 for more information about online training.

Are classes available in Spanish?

Yes, GCFLearnFree online classes can be accessed in Spanish at www.gcfaprendelibre.org.

What is the Individual Training and Development Plan? How should I use it?

The Individual Training and Development Plan is a tool that assists employees and program participants in achieving short- and long-term career goals as well as improving their job performance. You and your supervisor/program coordinator will work together to complete the plan before enrolling in GoodLearning Academy courses.

What if I have questions?

Contact the GoodLearning Academy team at any time. We're here to help!

GoodLearning Academy Team
714.547.6308 ext. 322
training@ocgoodwill.org



*Goodwill of Orange County reserves the right to make changes or modifications to this policy based on course description and availability. Some courses may be provided at a cost to the participant. See course descriptions for details.

Individual Training and Development Plan

START
HERE
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Participant Information

NAME		EMPLOYEE ID NUMBER
EMAIL		
PHONE (BUSINESS)	(HOME)	(MOBILE)
JOB TITLE	UNIT NUMBER	SUPERVISOR

Instructions

Once you and your supervisor/program coordinator have agreed on courses, complete this form independently or together.

If you have questions, contact the GoodLearning Academy Team at 714.547.6308 ext. 322 or training@ocgoodwill.org.

Training and Development Plan

NOTE Employees are required to complete two, two-hour courses annually (complete a total of four hours each year).

Use the course catalog to select courses and list them below.

CATEGORY	COURSE NAME	COURSE DATE	START TIME*

*Courses and availability are subject to change.

REVIEW VERIFICATION By signing this form, you confirm that you and your supervisor/program coordinator have discussed your Individual Training and Development Plan in detail, and that you agree with the recommended training and development opportunities selected above.

X
PARTICIPANT SIGNATURE

DATE

X
MANAGER SIGNATURE (REQUIRED FOR EMPLOYEES)

DATE

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GoodLearning Academy

Course Categories

We offer four course types to help you build skills and knowledge in specific areas. Select the classes that will help you achieve your personal training and development goals.



Career Development

Are you new to the workforce? Need tips for your next job search? Maybe you're considering a career shift and want to explore your options. Start here. These courses review the basics and provide a jump start. The National Retail Federation (NRF) certification in Customer Service and Sales is a highlight (see page 9).



Personal Development

This set of courses provides both professional and personal benefits. Whether you want to enhance your communication skills, minimize stress, manage anger or learn how to make better decisions, you'll find a class in this section.



Professional Development

Applying the new abilities that you'll acquire in these classes can help you excel and move forward more quickly in your career. Topics range from leadership and problem solving to time management, team building and more.



Technical Development

Computer skills can give you a leg up for many of today's jobs. Learn the basics, plus study essential software programs like Microsoft Word and Excel in these courses. If you're looking for advanced coursework or want a career in administrative work, also check out the General Office Clerk Certification on page 9.

Special Certification Courses

Gain advanced skills in these free courses provided in partnership with Santa Ana College and the National Retail Federation. Earning a certification is a great way to boost your career opportunities!

State of California-approved Career Path Certifications

General Office Clerk Certification

Learn basic office concepts, procedures and technology. After this class, you'll be prepared for an entry-level job in today's exciting business environment.

Customer Service Representative Certification

Develop your skills in working directly with customers, identifying their needs and resolving their concerns. Become prepared to work in a department store, collection agency, credit bureau, medical insurance agency, public utility or other related business.

Required Courses for Both Certifications

- Introduction to Keyboarding I
- Navigating the Internet
- Introduction to Word Processing Using MS Word
- Employability Skills

General Office Clerk Courses (required in addition to required courses)

- Introduction to Windows
- Introduction to Microsoft Excel

Customer Service Representative Courses (required in addition to required courses)

- Introduction to Customer Service Skills
- Orientation to Computers

**All classes are held at the
Greenberg Gross Career Center**

Tuesdays and Thursdays, 8:30 am-noon

NRF Customer Service and Sales Certification

This free, two-day class is designed to keep customer service and sales skills sharp. Earn a national certification that may help you get or keep your dream job and increase your earnings potential!

Day 1

Instructor-led coursework
8:00 am-5:00 pm

Day 2

Online testing
9:00 am-noon

To learn more about the application and to enroll, contact the GoodLearning Academy Team at 714.547.6308 ext. 284 or training@ocgoodwill.org.

"I am very proud to have accomplished the certification. It looks good on my resume and it is an experience I recommend to others."

Annie C., Student



Career Development Courses

Interview Skills | 2 HOURS

This course covers techniques to use during the interview process. Come prepared to practice interviewing with a resume and sample job description in hand. We will also practice responding to common interview questions, non-verbal communications skills, and you'll get tips and tricks to use during phone and face-to-face interviews.

Build Your Resume | 2 HOURS

Has it been a while since you updated your resume? Are you struggling with your current format? Not sure what to keep in or leave out? This class will get you up to speed. You'll review the purpose of a resume, the formats and components of effective resumes, and how to augment your resume for each job posting you're interested in.

National Retail Federation Certification in Customer Service and Sales | 8 HOURS

This class prepares students for the certification test. Participants must complete an application and be proficient in English. See page 9 for details.

Workplace Ethics | 2 HOURS

In this course, you will explore the meaning of ethics and understand their importance in the workplace. Examples of ethical dilemmas will be discussed along with how an understanding of professional ethics can help with job retention.



Training is very helpful. We are able to teach these topics to leads and assistants so they become well informed and know how to deal with various issues. //



Personal Development Courses

Attitude | 2 HOURS

Evaluate your own attitudes, identify ways to change your negative attitudes, demonstrate actions that show a positive work attitude, and more in this class.

Communication Skills | 2 HOURS

In this interactive session, you'll examine the effect of communication skills in the workplace. We'll practice varying forms of communication to shine new light on the way people communicate. Along the way, we'll explore first impressions, body language, tone and the impact of listening on communication.

Conflict Resolution | 2 HOURS

This session focuses on defining conflict and exploring its impact on work environments. We'll look at your views of conflict and how they influence results. The class will also examine strategies for conflict resolution.

Decision-making | 2 HOURS

Topics include recognizing problems, when decisions are needed, identifying how and why we avoid making decisions, using a process to decide on solutions, and learning from decisions. We will also explore how decision-making can be used to reach goals.

Financial Literacy | 2 HOURS

Your class will cover two core topics. Possibilities include building a better budget, the psychology of spending, understanding credit, rebuilding after a financial crisis, car buying tips, using credit cards wisely, and others. (Contact the GoodLearning Academy Team to find out which topics will be covered at each session.)

Stress and Anger Management | 2 HOURS

Learn to define, recognize and discuss stress and its impact. You will practice coping strategies and develop an individual stress and anger management plan.



Professional Development Courses

Communication Styles* | 2.5 HOURS

In this fast-paced class, you'll explore four major communication styles. Learn which style you identify with most, its strengths and weaknesses, and discuss how to communicate effectively with others from all styles. This class is helpful for work teams to attend together.

General Office Clerk Certification

This series of courses includes a variety of classes designed to help students prepare for the General Office Clerk certification from the State of California. See page 9 for details.

Leadership Styles* | 2 HOURS

Participants will research and discuss leadership styles displayed by public figures from around the world. Each exploration includes a discussion and assessment of the effectiveness of each style.

Problem-solving* | 2 HOURS

Learn how to construct a "cause and effect" or Ishikawa diagram, how to investigate the causes of a problem systematically, and how to find and analyze the root causes of a problem.

Team-building | 2 HOURS

This course focusses on team as it relates to the workplace. You'll define the three key characteristics of a successful team, recognize and appreciate the diversity of a team, take steps to better work with members of a diverse team, and explain the five stages of team development.

Time Management | 2 HOURS

In this course, you will discover the value of time management by creating a personal time management plan. You will also learn how to balance your schedule, self-assess, value and set goals.

* This course recommended for management.



Technical Development Courses

Forklift Certification (Employees only) | 4 HOURS

Learn about forklift operations and safety, including operator responsibility, electric forks, checking controls, precautions, checking loads, load capacities, load pick up, load stability, accident prevention, stacking, moving loads, setting down a load, and how to avoid common forklift pitfalls.

Getting Started with Computers | 2 HOURS

Join this interactive course to learn about Microsoft Windows and Internet Explorer. We'll cover moving and re-sizing windows, and organizing files, folders and drives. At the end of the class, you'll know how to use My Documents, My Computer, Windows Explorer and much more.

Getting Started with Excel 2013 | 2 HOURS

Get up to speed on the basic features and functionality of Excel 2013. You'll be introduced to workbook creation and navigation and worksheet data entry at a user-friendly, beginner level.

Getting Started with Word 2013 | 2 HOURS

Learn Word by using it! We'll show you how to create, save and close documents, open new and existing documents as well as edit, format, change, view and print your files.

Intermediate Excel 2013* | 2 HOURS

Go to the next level in Excel by learning to modify charts and pictures, create and edit custom number formats and much more.

Intermediate Word 2013* | 2 HOURS

This class will increase your skills in applying borders, shading, margins and horizontal lines to emphasize parts of a document. Theme colors, fonts and effects will be explained along with background colors, fill effects and using footnotes and endnotes

* This course recommended for management.

Online Training

Try Goodwill of Orange County's e-Learning Portal

We also support your training and development with more than 400 online courses. Sign on 24 hours a day, 7 days a week on any computer with internet access. Each online course is highly interactive and designed to make your learning experience worthwhile.

Start today! Contact us to set up your user account, or for more information.

GoodLearning Academy Team

714.547.6308 ext. 322 | training@ocgoodwill.org

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I enjoy the training. Sometimes, as busy as we are as managers, we forget to be sensitive and adaptive to different types of people and personalities. //

Caitlin B., Store Manager





Learn Free with the Goodwill Community Foundation

The mission of GCFLearnFree.org® (GCF®) is “to create and provide education, employment and life enrichment opportunities for people who desire to improve the quality of their lives.”

GCF serves the educational part of the Goodwill Community Foundation mission, providing quality, innovative learning opportunities through their online portal. The global program has helped millions of people around the world learn the essential skills they need to live and work in the 21st century. GCF believes there's freedom in the ability to learn what you want, when you want, regardless of your circumstances.

To create your GCF account:

- 1 Go to www.gcflearnfree.org/createaccount and follow the instructions
- 2 Click “Create Account” and you are in!

The GCF portal is available in Spanish at www.gcfaprendelibre.org.



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