



# GOODWILLU

## COURSE CATALOG



Goodwill Industries of Northwest Ohio

**BELIEVE IN THE  
POWER OF WORK!**

# **WELCOME TO *GOODWILL U!***

*GOODWILL U* is an internal development opportunity for all Team Member's at Goodwill Industries of Northwest Ohio, Inc. This platform of learning has been designed to go hand in hand with the Management/Leadership Succession Plan as well as a venue to offer general courses to help with work/life balance.

This catalogue begins with an explanation of the various course levels and organizational tiers, followed by course descriptions.

Courses are offered at no cost and Team Member's will receive full compensation for their time while taking a course.

Team Members are encouraged to reach out to Jason Flynn, Director of HR at [jflynn@goodwillnwohio.org](mailto:jflynn@goodwillnwohio.org) or 419-255-0070 ext. 3007 if you have course suggestions that are not listed.

Completion of a course does not guarantee advancement throughout the organization. Each Team Member is encouraged to apply their leaning into their day-to-day work schedule and develop skills necessary for advancement if so desired. Some may take courses for additional training in their current position and many others may opt for a course for a general understanding.

Whatever the reason you have joined *GOODWILLU*; we are grateful that you are here and look forward to learning alongside YOU!



## Explanation of Course Levels

**General** – Available to all GW Team Members to improve overall health and wellness to enhance a work/life balance.

**Prerequisites** - Available to all GW Team Members. In order to advance, candidate must complete each general course listed or have a demonstrated level of understanding through education and/or work experience.

**Basic** – These courses are designed to give you the appropriate workplace foundation to build the essential skills necessary to manage effectively at an entry level and/or minimally required for higher-level management opportunity.

**Advanced** – Study or qualifications are intended for Team Members who are already skilled or have a demonstrated knowledge of a subject and are required for higher-level leadership opportunity.

**Executive** – Courses are designed specifically for continued education of those in the Senior Leadership position(s). Must be completed in order to continue career pathway into Executive Leadership positions.

Disclaimer: GoodwillU is designed to be all inclusive. ALL employees are eligible to sign up for any of the available course offerings. However, employees pursuing career advancement within Goodwill must demonstrate an understanding and the skills required for these sought after positions and/or have completed the prerequisite courses in succession in order to be considered for advanced job placement. Please see the descriptions above for guidance.

### Organizational Tiers

ELM	Entry Level Management – Head Cashier, Crew Leader
MLM	Mid-Level Management – Assistant Manager, Project Supervisor
SLM	Senior Level Management – Store Manager, Account Manager, Finance Manager, Program Manager, Project Manager
ELL	Entry Level Leadership – District Manager, Operations Manager
SLL	Senior Level Leadership – Department Directors
EXL	Executive Leadership – Executive Officers

## COURSE DESCRIPTIONS

**Autonomous Leadership** – This course is designed to give further instruction and development in the areas of critical thinking, problem solving, agent of change, and effective communication and delegation skills.

ELL, SLL, EXL

*Facilitator: Amy Wachob; Goodwill Industries of Northwest Ohio Inc. President/CEO*

*David Takats; Goodwill Industries of Northwest Ohio Inc. Chief Mission Officer*

**Basic Computer Skills** – Is a course that is designed specifically for those who are completely new to computers or who feel they need to have more instruction before they can feel confident using a computer for employment purposes. Course is designed to help anyone feel more comfortable with basic technology.

This course is separated into lessons, which include Parts of a Computer, Setting up a Safe Work Area, Virus Protection, Getting Your Computer Up and Running, Surfing the 'Net,' Sending Email, Using Your Media Methods, Advanced Email, Pictures, Word Processing Basics, and Finding Everything.

ELM, MLM, SLM, ELL, SLL, EXL

*Facilitator: TBD*

**Board of Director's** – This course is designed to give insight into the Board of Directors role within the organization and how that role helps shape the future and decisions of the organization. During the course, you will get an understanding of the role each board member has, the code of regulations, and the structure of the Board.

SLL, EXL

*Facilitator: Amy Wachob; Goodwill Industries of Northwest Ohio Inc. President/CEO*

**Business Ethics** - This course is an examination of ethical *issues* and dilemmas facing Goodwill leaders. The course covers management's ethical and social responsibilities and the need for awareness of social justice in management practices and business activities. Topics such as social media and theft of time are explored.

ELM, MLM, SLM, ELL, SLL, EXL

*Facilitator: External*

**Computer Software Skills** - This course will introduce the student to various software platforms and systems. Learn Windows skills and boost your computer literacy by learning how to use Office 365, and Microsoft Office desktop applications including PowerPoint, Excel, and Word. The course will also look at aspects of Social Media and Google Suites.

MLM, SLM, ELL, SLL, EXL

*Facilitator: TBD*

**Conflict Resolution** – Good conflict skills are essential for any manager to be successful from an Entry Level to Executive Level Leadership position. This course will teach employees all the phases of conflict resolution from recognizing the causes of common conflict in the workplace, successful communication tactics to defuse potential situations, and follow up.

MLM, SLM, ELL, SLL, EXL

*Facilitator: External-Employers Association*

**Customer Service** – This course is designed to provide employees at all levels the proper tools and teach the proper etiquette and techniques to build and maintain mutually beneficial business relationships with customers and co-workers alike. The skills developed in this course will help employees to identify their customer, improve their basic interpersonal communications and resolve conflict in the workplace.

MLM, SLM, ELL, SLL, EXL

*Facilitator: Tim Kralovic, Goodwill Industries of Northwest Ohio Inc. Director of Retail, Train the Trainer, Supplemental Material*

**DEI 201** – This course offers is designed to broaden awareness about Diversity, Equity, and Inclusion topics among the Goodwill staff and deepen engagement with and between individuals at all levels. The course will specifically provide a definition of DEI, how our journey started, the company strategy, and an introduction to forming a committee.

SLM, ELL, SLL, EXL

*Facilitator: External-Sheila Easton SHRM-SCP*

**Emotional Intelligence** – This course helps to develop and implement competencies to enhance your relationships in work and life by increasing your understanding of social and emotional behaviors, and learning how to adapt and manage your responses to particular situations. The training teaches you how to build stronger relationships, how to empathize with others, how to manage your stress levels, how to overcome challenging situations, and how to diffuse personal conflicts.

ELL, SLL, EXL

*Facilitator: External-Online Module*

**Finance Department-The Critical Role We Play** - This course will highlight what the finance department does, roles, outcomes, and accountability. This course will also cover basic Goodwill financials and financial outputs. At the end of this course you will understand the importance of support service departments and why they are needed in an organization.

MLM, SLM, ELL, SLL, EXL

*Facilitator: Kellie Schlachter; Goodwill Industries of Northwest Ohio. Inc. Chief Financial Officer/CFO*

**Financial Fitness** - Financial wellness is effectively managing all of the financial aspects in your life. This course is designed to teach employees how to handle the finances in their life. This course will explain: how to make a proper and effective budget, how to fix your credit, an explanation of the benefits offered to employees by Goodwill Industries of Northwest Ohio, how to properly invest your money and what you can do to improve your own financial wellness.

GENERAL COURSE

*Facilitator: Tisha Carroll; Goodwill Industries of Northwest Ohio Inc. Career Navigator/Employment Specialist*

**Financial Sustainability** - This course is designed to teach basic budgeting concepts and discuss what we do with our net profit. The course provides clarity to the process by showing how to assemble a budget, as well as supporting procedures, controls and reports. At the conclusion of this course, you will understand the importance of budgeting, strategies, and how we ensure sustainability.

SLM, ELL, SLL, EXL

*Facilitator: Kellie Schlachter; Goodwill Industries of Northwest Ohio. Inc. Chief Financial Officer/CFO*

**Finance 301 (I.e. Eight Critical Performance Factors, E/R Ratio, Quick Ratio)** – Finance 301 will give you the insight of Goodwill Industries International’s financial metrics as they pertain to Membership Standards. You will also learn how these metrics are used as a leading and lagging indicator when evaluating an organization’s sustainability.

ELL, EXL

*Facilitator: Amy Wachob; Goodwill Industries of Northwest Ohio Inc. President/CEO*

**First Aid/CPR/AED Training** – The intended audience for the First Aid/CPR/AED course includes lay responders in the workplace. The purpose of this course in the First Aid/CPR/AED program is to help participants recognize and respond appropriately to cardiac, breathing and first aid emergencies to know to give immediate care to a suddenly injured or ill person until more advanced medical personnel arrive and take over. On successful completion of a First Aid/CPR/AED course, participants receive an American Red Cross First Aid/CPR/AED certification, which is valid for 2 years.

MLM, SLM, ELL, SLL, EXL

*Facilitator: Sandy Boyd; Goodwill Industries of Northwest Ohio, Inc. Safety Coordinator*

**Forklift Operator** – This course focuses on Forklift safety guidelines that concludes on day two. This training will prepare students how to safety operate a powered industrial truck to include but not limited to understand visibility concerns, how to performing vehicle inspections to identify potential safety concerns, identify vehicle capacity, limitations and stability. Day 1 of this course is classroom lecture, discussion, and video demonstration. Day 2 students demonstrate proficient operator skills on a forklift. This training provides the required tools for meeting the latest OSHA requirement for practical training, formal instruction, and assessment. On successful completion of a Forklift Operator course, students receive a Forklift Operator certification, which is valid for 3 years.

ELM, MLM, SLM, ELL, SLL, EXL

*Facilitator: Sandy Boyd; Goodwill Industries of Northwest Ohio, Inc. Safety Coordinator*

**How to Conduct an Interview 101** – Every manager’s goal when hiring is to fill positions with the right candidates. This course will help managers conduct more effective interviews to find that qualified and motivated applicant. Training will cover; How to prep for the interview; Setting the stage at the beginning of the interview; Educating the interviewer on what is lawful and unlawful to ask of an applicant; How to identify the strengths and weakness of the applicant and the Wrap-up to include time for Q & A.

MLM, SLM, ELL, SLL, EXL

*Facilitator: Jason Flynn; Goodwill Industries of Northwest Ohio, Inc. Director of Human Resources*

**Immunity to Change 201** – In this course you will learn that immunity to change is the reason why organizational change often fails and what we can do about that. You will learn how to change goals and create certain actions towards those goals by pinpointing and uprooting our own immunities to change in order to bring our organization forward with us.

ELL, SLL, EXL

*Facilitator: External-Online Module*

**Intro to Labor Law 101** - This course will provide managers with the fundamentals of labor law, which is essential knowledge to avoid unlawful business practices when managing employees in the workplace. This course will explore Wage and Hour Laws, FMLA, and ADA requirements along with other various rules, regulations and guidelines.

SLM, ELL, SLL, EXL

*Facilitator: External –Eastman & Smith Law Conference*

**Leading Innovation 201** – This course will help provide employees with the ability and confidence to both think and influence others to think outside of the box to create new and better ideas to help the Organization obtain positive results. Learn to eliminate the fear of failure.

ELL, SLL, EXL

*Facilitator-External-Online Module*



**Loss Prevention (DGR specific)** – Designed for the education of retail workers, this course covers the basic concepts of shortage control and safety. It covers key concepts including how to recognize and deal with shoplifting, the importance of accurate paperwork, reducing retail theft, how to handle robberies, and workplace safety.

MLM, SLM, ELL, SLL, EXL

*Facilitators: Tim Kralovic; Goodwill Industries of Northwest Ohio, Inc. Director of Retail*

**Mission 201** – This course is designed to give a deeper understanding of the types of Mission programs that Goodwill provides our clients, how those programs are funded, how outcomes for each client is measured. Additionally, course give outline as to how Goodwill is self-funding model is different from other social service organizations and the importance of our revenue generating departments.

SLM, ELL, SLL, EXL

*Facilitators: Eric Slack; Goodwill Industries of Northwest Ohio, Inc. Director of Mission Services*

*David Takats; Goodwill Industries of Northwest Ohio, Inc. Chief Mission Officer*

**Performance Management 201** - This course will explore all that encompasses performance management. These areas will include; Importance of accountability; Avoiding discriminative actions and setting precedence; Being proactive with performance improvement plans, Understanding company policy and a deeper look into Section 7; How to discipline and write up an employee; How to conduct a meaningful and value-added employee evaluation among other topics to be covered.

SLM, ELL, SLL, EXL

*Facilitator: Jason Flynn; Goodwill Industries of Northwest Ohio, Inc. Director of Human Resources*

**Physical Health & Wellness** - Physical health is the result of regular exercise, a proper diet, and getting the proper amount of rest. This course is designed to teach employees about what it takes to be physically healthy and what they can do to improve their own physical health. This course will explain: examples of exercises to improve physical health, what is included in a healthy diet, the amount of rest that is needed, and how to maintain your physical health throughout your life.

#### GENERAL COURSE

*Facilitator: Cody Witt; Goodwill Industries of Northwest Ohio, Inc. Human Resources Generalist*

**Public Speaking** - This course is an introduction to speech communication, which emphasizes the practical skill of public speaking, including techniques to lessen speaker anxiety, and the use of visual aids to enhance speaker presentations. Skill areas stressed are developing and organizing speech content, effective delivery of presentations, critical thinking, and active listening.

SLM, ELL, SLL, EXL

*Facilitator: External-Thread Marketing*

**Safety First** – This is a series of online courses designed to educate employees on what goes into a strong safety program focusing on behavioral safety, blood borne pathogens, back injury prevention, fire safety, HAZCOM, effective incident investigation and other general safety practices..

SLM, ELL, SLL, EXL

*Facilitator: Online Module*

**Seven A's** – This course helps define what it means to be work ready and to have a deep work ethic. The course looks at work ethic not as a single trait, but as a set of seven skills – sometimes called soft skills, work readiness or portable job skills. – The foundational workplace skills that are the building blocks for success in every job. These seven skills have been identified through research and validated by the competency models developed by the U.S. Department of Labor.

The seven-workplace skills that comprise Work Ethic are attitude, attendance, appearance, ambition, acceptance, appreciation, and accountability.

EL, ELM, MLM, SLM, ELL, SLL, EXL

*Facilitator: Eric Slack; Goodwill Industries of Northwest Ohio, Inc. Director of Mission Services*

**Sexual Harassment 101** –Sexual harassment is a concern for every business. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers and the company, including a drop in morale, a loss in productivity, legal action and a damaged reputation for the company. This course will teach employees about sexual harassment and what to do if they or one of their co-workers becomes a victim. Presented in English and Spanish.

ELM, MLM, SLM, ELL, SLL, EXL

*Facilitator: Online Module*

**Sexual Harassment for Managers 201** – Sexual harassment is a concern for every business that has more than one employee. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers and the company including a drop in morale, loss in productivity, legal action and a damaged reputation for the company. This course will teach employees about sexual harassment and what to do if they or one of their employees becomes a victim. Employees will learn to identify the three major types of sexual harassment and the proper procedures for reporting a sexual harassment incident. This course is intended for managers and human resources officers in all industries and will help employers comply with the Title VII of the Civil Rights Act. Presented in English and Spanish.

MLM, SLM, ELL, SLL, EXL

*Facilitator: Online Module*

**Social Media** – This course is designed to show how to use social media, what are the platforms, what is appropriate, how to use it in a business setting, and look for jobs.

SLM, ELL, SLL, EXL

*Facilitator: Goodwill Industries Job Connection Center Navigator(s)*

**Strategic Planning/Risk Mapping** – This course provides a functional knowledge of strategic planning: its nature, scope, elements and development as a critical area of management and of the steps in the strategic planning process. This course will also provide a study of risk assessment and management techniques, methods, and models used to minimize, control and communicate risks.

SLL, EXL

*Facilitators: Amy Wachob; Goodwill Industries of Northwest Ohio, Inc. President/CEO*

*Kellie Schlachter; Goodwill Industries of Northwest Ohio, Inc. Chief Financial Officer/CEO*

**Time Management** - Manage time more effectively and work more efficiently with practical strategies and options. Skill areas emphasized are to help you be more organized, work efficiently, increase productivity and save time. Improving time management is a core skill for anyone wishing to work efficiently and establish good habits. Implementing an action plan will help you reduce stress and enhance your productivity.

ELM, MLM, SLM, ELL, SLL, EXL

*Facilitator: Goodwill Industries Job Connection Center Navigator(s)*

## **End of Course Catalog**

*Updated 2/23*

