

Course Catalog



Goodwill 
Industries of the Valleys 

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Course Descriptions

Getting Started in the Goodwill Learning Academy Platform

Class Overview:

An introduction to the Goodwill Learning Academy platform. In this video you will be provided with an overview of the Learner interface, and you will be guided through the basics of how to get started.

Manager Training for the Goodwill Learning Academy Platform

Class Overview:

This training will introduce the functions available to GIV managers.

Available functions, include:

- Adding existing users to your group.
- Removing users from your group.
- Enrolling your group members in to available courses.
- Removing your group members from enrolled courses.
- Viewing reports on your group members (course enrollments, course completions, and outstanding training requirements).
- Managers will be able to view all groups in their organizational downline.

This training also includes (documents are also located in the platform's Resource Center):

- An instruction sheet for returning/new staff members.
- A reference sheet is provided in the training with all list all organization groups and group managers.
- A form to request assistance with the platform - Assistance Request Form.

Welcome Back Mission Services

Class Overview:

Welcome Back statement from Mary Ann Gilmer & Stephanie Hoer. This course will discuss the safety protocols that have been implemented, common areas & social distancing rules and the importance of disinfecting surfaces.



Communication

Email Essentials

Learn to communicate effectively through email

During this class, you will learn about:

- Essential functions of email services
- Useful productivity tools
- Best practices for communicating effectively through email.



Get Write to It

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to improve their business writing skills.



Class Overview:

This class focuses on applying simple rules of effective writing to help students improve their day-to-day writing of emails and other related correspondence. Students will be brought up to speed on the latest rules of grammar, capitalization and punctuation while learning how to eliminate spelling errors and build meaningful vocabulary.

Professional Communication

Class Overview:

This class will help you learn how to:

- Ensure your verbal and non-verbal messages are congruent
- Increase your confidence
- Project a more professional image

Speak Up! Speak Out!



Becoming an Assertive Communicator

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to communicate more assertively and effectively.

Class Overview:

It's hard to be assertive, especially when it's not "part of your nature." Don't let risk, fear, intimidation, and stress stop you from communicating your way to success. It's time to learn to speak up and speak out! This class will help students learn:

- The differences between being passive, assertive and aggressive.
- How to make sure your verbal and nonverbal messages are congruent.
- How to increase your confidence and project a more professional image.
- How to assertively face confrontation and solve problems while defending yourself from attack without losing your emotional balance.

Write the Write Way Part I

Class Overview:

This class will help you to:

- Identify the top 10 grammatical errors people make
- Learn how to avoid grammatical mistakes
- Use homonyms correctly (to vs. too, here vs. hear, and more)
- Ensure proper spelling when you are writing.



Write the Write Way Part II

Class Overview:

In this class you will learn to:

- Apply proper noun-pronoun agreement
- Craft well-structured sentences
- Use proper punctuation

Write the Write Way Part III

Class Overview:

This class will introduce you to the "BEs" that will make your writing stand out from the crowd.

- BE Clear
- BE Concise
- BE Conversational

Writing Robust Emails

Class Overview:

This class focuses on applying simple rules of effective writing to help students improve their day-to-day writing of emails and other related correspondence. Students will be brought up to speed on the latest rules of grammar, capitalization and punctuation while learning how to eliminate spelling errors and build meaningful vocabulary.

Computer Skills

Amping Up Your PowerPoint® Skills

From Concept to Content

Class Overview:

This class is about getting beyond the dreaded defaults of PowerPoint by creating truly powerfully engaging presentations – ones that clearly connect the dots between the audience, the objectives and the content. Students will learn:

- Working with Layouts
- Shapes & Images
- Animations
- Text
- Word Art



Basic Computer Skills

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant brush up basic computer skills and learn tips to make navigating computers easier.

Prerequisites:

None

Class Overview:

Students with very little experience with computers will learn the basic fundamental operations and functions of the computer.

Cybersecurity

Prerequisites:

None

Class Overview:

An overview of simple and free techniques to protect yourself online in an increasingly digital world.

EXCEL®101: Let's Make a Spreadsheet



Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant brush up basic Excel skills and learn tips to make navigating Excel easier.

Prerequisites:

This is a beginner's course.

Class Overview:

Learning Excel can be overwhelming. This class will help you learn how to set up a basic spreadsheet. Specifically, you'll learn:

- The anatomy of a spreadsheet
 - How to arrange data for easier use and reading
 - How to use basic formatting and Auto Fill Handle to save time
 - How to insert/delete rows/columns and use basic calculation functions.
-

EXCEL®102: Formatting and Formulas



Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant brush up basic Excel skills and learn tips to make navigating Excel easier.

Prerequisites:

EXCEL®101: Let's Make a Spreadsheet

Class Overview:

This is the second class in the Excel Series to help you go beyond the creation of the basic spreadsheet. Specifically, you'll learn:

- Auto sum functions
- Merging cells
- Borders
- Theme colors
- Freeze columns

EXCEL®103: Tables, Charts & Graphs

Prerequisites:

EXCEL®102: Formatting & Formulas

Class Overview:

This is the third class in the Excel series to help you go beyond the creation of the basic spreadsheet. You will learn:

- Create and edit tables, graphs, and charts
- Filter and sort data
- Prepare table for mail merge



How to Conduct an Online Job Search

Class Overview:

During this class you will learn:

- How technology has changed looking for a job
- Tools necessary for online job search
- Job search tools available online
- How to complete and submit an online application
- Best practices for following up after submitting your application



NorthStar Assessment

Class Overview:

NorthStar Digital Literacy tests your computer skills. You can build skills in key areas and demonstrate your knowledge by earning certificates and badges. Prepare for your future now!

Setting Up a Google Account

Class Overview:

Google is more than the world's most popular search engine. It's also a resource for many FREE we-based services. In this class you will discover some popular Google services and how to set up a free Google account.



Customer Service

AIM (Non-retail version)

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to excel in a fast-paced retail environment.

Course Overview:

This course focuses on delivering extraordinary customer service to every donor & every customer that visits our locations.

AIM (Retail version)

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to excel in a fast-paced retail environment.



Course Overview:

This course focuses on delivering extraordinary customer service by focusing on the A.I.M. model.

A- At the car

I - In the store

M - Making a memory

Retail Industry Fundamentals

Accredited by the National Retail Federation®

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to excel in a fast-paced retail environment.

Contact Kyle Puckett – kpuckett@goodwillvalleys.com to sign up for this course.

Course Overview:

Retail is an ever-grown industry that provides many opportunities for growth and advancement. Students will learn how to develop their customer service skills from merely being ordinary to EXTRAordinary. This course of student will help prepare students for the Nation Retail Federation’s exam, to earn the *Customer Service and Sales Retail Industry* credential. This course consists of six three-hour classes.

Showtime

For the Customer Service Professional

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to perform well in a customer service oriented environment.

Class Overview:

Even though all companies have the same challenges, problems and dissatisfactions, allowing these normal occurrences to negatively impact the customer experience is unacceptable. Students will learn how to sustain customer loyalty by looking at every situation through the eyes of the customer, and then acting accordingly. This class is a part of the Employ Excellence series.



Employee Excellence

Class Overview:

This class will help you understand how applying emotionally intelligent competencies benefit you by putting your best foot forward to seek wins with others.

The Donor Experience

Class Overview:

This course discusses the importance of donations to our organization and why it is imperative that the donor's experience is top notch.

Ethics & Compliance

Championing Diversity

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to be our best selves at work by ensuring all voices are respected and heard.

Class Overview:

This course teaches the importance of working with and learning from people who are different than you.

Embracing Diversity & Inclusion

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to be our best selves at work by ensuring all voices are respected and heard.



Class Overview:

This class shows us how we can embrace individuality and bring together a diverse group, without bias toward nationality, gender, age differences, or disabilities.

Ethical Decision Making

Class Overview:

This course discusses the definition and the importance of following "the Code of Ethics".

Mandated Reporter

Class Overview:

In this course, you will gain an understanding of the definition, roles and responsibilities of a mandated reporter in regards to suspected abuse and neglect of both adults and children.



Once and for All - Stopping Harassment in the Workplace

Class Overview:

This course takes an animated look at some real-life harassment scenarios and emphasizes that practicing the values of respect, collaboration, and inclusion can help end workplace harassment once and for all.

Preventing Harassment

Class Overview:

It's easy to talk about the victories at work and the things we feel good about, but what about the topics that are difficult to discuss? This class takes a forward approach towards taking a stand against workplace bullying and how to prevent harassment by ensuring our words and actions are respectful.

Leadership



DGR Management College

Who should attend this class?

Newly promoted or recently hired Store Managers and Assistant Managers.

Class Overview

This 2.5 day course provides DGR Store Managers and Assistant Managers with an intensive and hands-on learning experience in 6 key store operational areas:

- Applied Leadership
- Operational Excellence: Policies, Compliance and Kaizen
- Customer Experience, Engagement and Expectations
- Financial Management
- Sales and Merchandising Planning
- Performance Management and Development

Hire Right

Who should attend this class?

Any supervisor or manager with hiring responsibilities.

Class Overview

The hiring decisions you make are instrumental in driving the success of your team and the organization. Retaining a strong and committed team begins with every single hire.



This class teaches:

- The cost and impact of hiring decisions.
- How to properly prepare for the interview and understanding the role of the Job Description.
- How to stay compliant with the legal side of interviewing.
- How to ask the right questions to uncover the right information to effectively evaluate candidates.
- How to use sourcing, branding, and other information about your company to “sell” the job to prospective candidates.
- Best practices in inclusion and equity management.

Practical Performance Management

Who should attend this class?

Any supervisor or manager who want to improve team results.



Class Overview

This class offers a practical way to manage, measure, maximize and align employee performance.

If you're tasked with the awesome responsibility of supervising and leading others, this class will help you:

- Better understand why employees give varying levels of performance, and what to do to maximize it.
- Handle difficult conversations with employees directly and more confidently.
- Improve the performance of your people through coaching.
- Write effective performance appraisals.
- Use the "corrective system" as a means for involving employees in the problem solving process.

Time Management & Prioritization

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to manage their time better and add more value to their organization.



Class Overview:

When working in a world of constantly competing priorities, time management is an essential skill set. Effective time management is defined as doing the right things in the right order, while also bring order to the things you do. This class focuses on helping you identify the biggest time-wasters in your day, so you can eliminate or reduce these time-robbers. It also helps you identify which priorities really are urgent so you can keep a healthy perspective on what matters most.

You will learn:

- How to prioritize by spending the right amount of time on the things that really matter.
- How to manage your distractions.
- How to get organized and stay focused.

The Basics of Project Management

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to manage projects effectively while juggling your regular job responsibilities.



Please Note:

A prerequisite to this class is successful completion of the *Time Management and Prioritization* class.

Class Overview:

This class covers the fundamentals of project management techniques, helping you break down large projects into manageable and executable tasks.

You will learn how to:

- Create a written plan
- Establish a budget for the project
- Gain approval

Implement it, monitor progress and make corrections as necessary in order to deliver the results as promised.

Stepping Up to Lead

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant in a new supervisory role or a current supervisor that desires to brush up on the basics of supervision.



E Employ
Excellence
A WGN Learning Experience

Class Overview:

This class provides students with the essentials of supervising a diverse team of employees by building trust, improving communication, and by establishing accountability. Students will end the day with a personalized action plan that will help students improve outcomes and become a more effective supervisor. This class is a part of the Employ Excellence series.

You will learn how to effectively supervise:

- Friends
- Previous peers
- The habitually tardy employee
- The chronic underachiever, and
- The employee who thinks he/she should have been promoted instead of you!

Suitability Training

Class Overview:

Clients come to Goodwill with various needs. Some needs are directly related to services we can provide, while others are not. Suitability helps us determine if Goodwill is the best service provider for each client. This training will go over our new suitability determination process and how motivational interviewing can be used to assess client suitability.



The Learning & Innovation Workshop

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to present ideas constructively to improve business practices.

Class Overview:

This class focuses on the top workplace skill sets that are in demand and strategies to build competence in each. Students will learn a problem-solving process to evaluate information, logic, emotions, hope and creativity, while developing an action plan aimed towards balancing the mission and the margin. Students learn how to present their ideas constructively and how to achieve a successful implementation and Return on Effort (ROE).



Interpersonal Skills

Interpersonal Communication Skills

Class Overview:

This course will teach you how to understand the definition and process of effective communication including habits to avoid, communicating in professional settings & communicating in tough situations.

Your Personal Best

For the Customer Service Professional

Who Should Attend this Class?

Any Goodwill® client, partner or program participant wanting to enhance their interpersonal skills.

All Goodwill® employees are required to complete this class within their first 30 days on the job.

Class Overview:

In addition to learning how to perform specific job functions, employees must also pursue learning that goes beyond what's required or expected of them. Success in any job, largely depends on how well an employee builds credibility and secures wins in relationships. A part of the Employ Excellence series, this class will help you understand how applying emotionally intelligent competencies benefit you by putting your best foot forward to seek wins with others. This class will help employees prepare for and perform in their role within a new team environment. You will learn how to master key behaviors that lead to amazing effects on workplace relationships, your own motivation and your career success, as well as, learn how to sustain customer loyalty by looking at every situation through the eyes of the customer, and then acting accordingly.



Conflict to Collaboration

Class Overview:

Students will learn that conflict is a natural part of any team environment and the true test for the strength of a team is how you ultimately handle conflict and solve problems. This class helps prepare students to deal with difficult issues in a straightforward manner and to seek mutual understanding by spotting potential conflict, bringing disagreements into the open, and helping to de-escalate them. This class is a part of the Employ Excellence series.



Developing Emotional Intelligence

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to communicate effectively & intelligently.



Class Overview:

In this class you will learn skills to take you to the top, including:

- Why EQ is a better predictor of success than IQ
- How to measure your own emotional intelligence
- How your mental states affect the behaviors you choose
- How increasing your own self-awareness leads to a higher emotional quotient.

Financial Readiness

Understanding Financial is a large part of success in life. In this course, you will specifically learn about:

- How to spend money wisely
- How to avoid identity theft
- How to budget



In This Together

An Engaging Look at Respect

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn how to deal with co-workers in a respectful manner.

Class Overview:

- Are you tired of covering for co-workers who make you look bad?
- Have you ever been stuck for the right words to say in an uncomfortable situation?
- Have you ever been the target of ugly rumors, gossip or just plain nosy co-workers?

If then answer to any of those questions was **YES**, then this class is for you. This class takes an engaging look at a variety of workplace issues, ranging from everyday courtesies to harassment.

Mental Health in the Workplace

This class provides an overview of how to recognize the symptoms of the most common and severe mental health problems. Topics covered include:

- Aggressive behavior
- Anxiety
- Depression
- Psychosis
- Self-harm
- Substance use
- Suicidal behavior
- Traumatic events

The First 90 Days

Class Overview:

This class will help employees prepare for and perform in their role within a new team environment. Your first 90 days on the job are the most critical; you must make a good and lasting first impression with your new Manager and coworkers. This “first impression” is largely determined by your ability to gain credibility and establish trust in your relationships.



The Platinum Rule

Class Overview:

This course discusses how to use the Platinum Rule "Treat Others as They Want To Be Treated" at work.

The Value of Inclusion

Class Overview:

This class helps us acknowledge our unconscious biases & shows us how we can embrace individuality by working together and participating in diverse groups.



Safety Classes

First Aid, CPR & AED Certification

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to obtain certification.

The class fee is waived for full-time Goodwill® employees whose job description requires first aid and CPR certification.

Class Overview:

Students learn and become proficient in delivering basic first aid and cardiopulmonary resuscitative care until medical personnel arrive. This is a knowledge and skills based certification course. Students will be required to pass a written examination and physical skills test in order to achieve certification status. (Please note: This is a hands- on certification, so students must be physically able to safely demonstrate CPR skills on the floor.)

Students may register for:

INITIAL Certification – This is for students who have not be previously certified or do not have an active certification. There are two class options for INITIAL:

1. Face to Face format (**F2F**), which is a full day training in a classroom.
2. Blended format (**BL**), which is part online study and part classroom participation.
 - ***One (1) week prior to the class date***, the online portion of the class will be sent out and registration will be closed.

Renewal Certification – This is for students who have an active certification, but need to renew their certification before it expires.

There are three class options for RENEWAL:

1. Face to Face format (same options as described above with “Initial Certification”).
2. Blended format (same options as described above with “Initial Certification”).
3. Challenge Class. Students are allowed to “test out” and therefore waive attending the class portion of the training. This option is subject to instructor availability and is only approved for individuals with prior health care or EMT experience. Contact jallen@goodwillvalleys.com for more information on this option.



Cloth Face Coverings

Cloth Face Coverings



Who Should Attend this Class?

All Goodwill® employees

Class Overview:

This short training provides guidance on properly wearing, removing, inspecting & cleaning cloth face coverings.

Company Vehicle - Drive Safety Policy

Who Should Attend this Class?

Any Goodwill® employees that has access to drive vehicles owned by Goodwill® Industries of the Valleys.

Class Overview:

This course goes over Policy 509 - safety & procedures to follow while driving vehicles owned by Goodwill Industries of the Valleys.

Distracted Driving

Class Overview:

This course discusses the dangers of driving while distracted



Emergency Preparedness

Class Overview:

This course discusses how to make a plan and what you need to ask yourself prior to making a plan in case an emergency situation.

Infectious Disease Control

Class Overview:

This course teaches you what you need to know about preventing the spread of infectious diseases. This will also help you understand the following:

- What an infectious disease is
- Identify common means of transmission
- Identify different types of infectious diseases



Motorcycle Safety

Class Overview:

This course discusses the importance of motorcycle safety. Sharing the road with motorcycles requires a heightened degree of awareness. Failing to look twice can have tragic consequences.

Receiving Donations with a Focus on Safety and Customer Service

Class Overview:

This training will illustrate updated procedures for receiving donated goods while practicing safety and social distancing.

Removing Gloves Guidance

Class Overview:

This course demonstrates how to properly remove disposable gloves safely after using them.

Removing Gloves Guidance



Return to Work Safety Guidance

Class Overview:

This course will provide training for those employees that are preparing to return to work in the midst of Covid-19.

Safe on the Job

Class Overview:

This course discusses taking safety on the job by:

1. Knowing the safety rules that apply to you and your job.
2. Following those rules without fail.
3. Adopting the right attitude about safety.

Safety Protocols for Reception Areas

Class Overview:

The purpose of this training is to ensure that all employees, visitors, clients and participants are afforded a work environment that maintains social distancing, promotes regular hand washing and allows for prevention of the spread of infectious disease such as Covid-19 & the Flu.

Sanitizing Guidelines

Class Overview:

This training provides information on the use of Sterifab for sanitizing furniture.

Slips, Trips and Falls

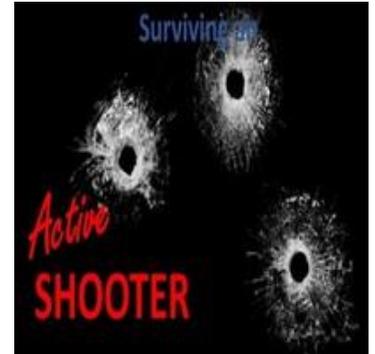
Class Overview:

This course discusses preventing slips, trips and falls and the injuries that can be sustained if we are not cautious at work.

Surviving an Active Shooter

Class Overview:

This course discusses the important actions that must be taken in order to try to survive an active shooter situation.



Working with Z-Racks

Class Overview:

This course is a short tutorial about working safely use Z-Racks.

Your Right to Know

Class Overview:

This course will review HAZ-COM, OSHA, Chemical safety, the 2 types of hazards & the effects of chemicals.

Workforce Readiness

Creating a Powerful Resume

Who Should Attend this Class?

Any Goodwill® client, partner or program participant wanting to learn the fundamentals of resume writing.



Class Overview:

This class teaches the important steps to writing a good resume. This training will help you learn the methods used to:

- Identify your transferable skills based on life experiences
 - Properly organize and construct your resume
 - Describe your experiences, skills, and achievements
 - Review your resume for grammatical and formatting errors
 - Tailor your resume for a specific job.
-

Nail the Interview; Get the Job!

Who Should Attend this Class?

Any Goodwill® employee, client, partner or program participant wanting to learn the best practices for job interviewing.



Class Overview:

This class teaches students the skills necessary to have a successful job interview. This training will help develop your understanding of:

- The Roles of the Interviewer and the Interviewee
- Making a Good First Impression
- The Interview Process
 - The Pre-Interview
 - Building an Instant Rapport
 - The Introductory Question
 - The Core
 - Your Strategy: Identify YOUR Six Words
 - Structure Your Responses: Using the C.A.R Technique
 - Types of Questions to Expect
 - The Candidate Q&A
 - The Closing & Follow-up

Skills to Succeed Academy

Accenture's Skills to Succeed Academy is a *free immersive, online learning program to help you build skills and confidence to choose the right career, find a job and be successful in the workplace*. It's like a flight simulator for the world of work where you can get ready for real-life situations—such as a job interview or the first day of work—with coaching and feedback along the way. You can choose from 36 interactive, bite-sized learning modules to create your own personalized learning path.



YYC - You and Your Career

- 1-Lila's Dilemma – Understand the importance of career exploration*
- 2-Career Pursuit – Start your career exploration
- 3-Why Do You Want to Be A...? – Consider influences in career choices
- 4-What Makes You Tick? – Consider your skills, interests, motivation, and style
- 5-Find Your Future – Do your research
- 6-Get Some Experience – Create an action plan and get experience

GAJ - Getting a Job

- 1-Grizzly Hotels – Practice face-to-face interview 1*
- 2-Your Training Journey – Understand steps to get a job
- 3-Who Can Help You? – Begin your job search
- 4-Jenny and Sam – Learn how advisors can help*
- 5-Identify Your Skills – Identify your transferrable skills
- 6-Create Your Resume – Create your resume
- 7-Work Your Network – Learn how to network*
- 8-Do Your Research – Research careers and jobs, email
- 9-To Apply or Not to Apply? – Understand job postings

- 10-Test Drive the CAR Technique – Use Context-Action-Result
- 11-The Selection Process – Understand the selection process
- 12-The Call Out of the Blue – Practice phone interviews*
- 13-Tailor Your Resume – Tailor your resume to the job
- 14-The Application Form – Fill out applications
- 15-A Better Cover Letter – Create your cover letter
- 16-Prepare for Your Interview – Prepare for your interview
- 17-Sam and FuturoSystems – Practice face-to-face interview 2*
- 18-Ace Your Interview – Additional interview tips
- 19-The Pearly Bank Panel – Practice panel interview*
- 20-Online Professional Presence – Build your online presence

SIW - Success in Work

- 1-The Night Before - Prepare for the first day of work*
- 2-Getting on Track – Learn key tips for success
- 3-Ready...Steady...Prep! – Consider a job offer and next steps
- 4-Welcome to Dizzy Heights – Make good decisions when starting a job*
- 5-Finding Your Feet – Make a good first impression
- 6-Getting to Know You – Get along with coworkers
- 7-Knowing Your Job – Set goals, get feedback, and build skills and professional behaviors
- 8-Having the Right Attitude – Have the right attitude at work
- 9-Life at Dizzy Heights – Learn how to be successful on the job*
- 10-Using Your Skills to Succeed – Stay motivated and continue growing

Not registered yet?

1. Go to <http://s2sacademy.org>
2. Click on Learner Registration
3. Fill in the registration form and use Access Code - **04GWro**

Having trouble?

Would this program benefit your staff or clients?
Please reach out to jallen@goodwillvalleys.com



Team Training Opportunities

Would you like to have your staff or client group participate in one of our existing trainings as a team?

If so, the following trainings are available as group trainings and team building opportunities:

- ***Amping Up Your PowerPoint® Skills***
- ***Basics of Project Management***
- ***Conflict to Collaboration***
- ***Creating a Powerful Resume***
- ***EXCEL®: The Basics & Beyond!***
- ***Embracing Diversity***
- ***First Aid, CPR & AED Certification***
- ***Get Write to It***
- ***Learning & Innovation Workshop***
- ***In This Together***
- ***Nail the Interview; Get the Job***
- ***Preventing Harassment***
- ***Retail Industry Fundamentals***
- ***Showtime***
- ***Speak Up! Speak Out!***
- ***Time Management and Prioritization***
- ***Your Personal Best***

For more information, contact:

Jennifer Allen
jallen@goodwillvalleys.com
(540) 520-2503

Training Design & Development

Do you have an idea or need for a certain type of training that can benefit your employees or clients? If so, we are here to help!

Contact:
Jennifer Allen
jallen@goodwillvalleys.com
(540) 520-2503





Training Locations

Charlottesville Career Works

944 Glenwood Station, Suite 103
Charlottesville, VA 22901
434.529.6791

Christiansburg Goodwill Learning Academy

265A Peppers Ferry Road
Christiansburg, VA 24073
540.339.2878

Danville Career Center

512 Westover Drive
Danville, VA 24541
434.792.2511

Madison Heights Jobs Campus

174 River James Shopping Center
Madison Heights, VA 24572
434.200.9920

Radford Jobs Campus

103 Duncan Lane
Radford, VA 24141
540.639.9027

Roanoke Jobs Campus

2502 Melrose Avenue, NW
Roanoke, VA 24017
540.581.0620

Rocky Mount Jobs Campus

1045 North Main Street
Rocky Mount, VA 24151
540.483.0296

Staunton Jobs Campus

1104 Greenville Avenue
Staunton, VA 24401
540.886.2001



