



A Goodwill® Story

## Determined Man Finds His Niche

As a person living with a disability, Robert was referred to Goodwill's Community Based Training (CBT) program to gauge his readiness for employment. Although he was punctual and motivated, he struggles with many aspects of the retail work environment, including customer service. Because he was unable to work independently, it was determined that he was not yet ready to be employed in retail.

Undeterred, he returned to CBT program the next year, this time to train in a new program at Goodwill: electronics recycling and demanufacturing. Robert struggled his first week but quickly found his groove. He especially enjoyed working with tools, straightforward direction, and the repetitive nature of his tasks. His trainers quickly noticed how motivated he was to increase his productivity and improve his technical knowledge. By the end of his first week, Robert was able to work independently.

Robert was recommended for job placement in the electronics recycling and demanufacturing field. He was grateful to have had another opportunity to prove his employment readiness in a field better suited to his abilities. He looks forward to formal training and a career in the IT field.



**Goodwill harnessed Robert's unique abilities.**

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