



A Goodwill® Story

Teen Finds Confidence on the Sales Floor

Jayden was eager to gain work experience in a retail and janitorial environment when the 18-year-old was referred by a state agency to undergo a work readiness assessment. Jayden entered Goodwill's Skills To Enable Personal Success Program (STEPS) program for a 20-day assessment of his readiness for employment.

Jayden had minimal work skills, and a poor experience at his first job shook his self-confidence. While he was initially worried about having a good relationship with managers and co-workers, he quickly felt at ease Goodwill's Sahara Store. Jayden's pre-vocational coach was encouraged by his strong motivation and focus on the tasks assigned to him.

While Jayden attended his STEPS assessment, he gained new work skills, became more confident, and began to communicate more with his coach, staff, and customers. His pride and dedication to his work was evident to all who worked with him. Although the media department was Jayden's favorite place to work, he cheerfully accepted any assignment given to him. Jayden continually increased his quality and productivity daily.

Jayden quickly learned how to process the different types of merchandise, master the pricing/printing system, and restock the shelves. Jayden earned raves from employees for his work ethic and helpfulness. His coach, store manager, and production manager took notice of his dedication to his tasks.

From his first day to his last day, he continually improved his work pace from an initial 48% up to 78% compared to a competitive employee. He was recommended for Community Based Training (CBT), which is an additional 20-day training with the goal of improving his independence, which he saw as a welcome chance to prove himself, guided by Goodwill's experienced trainers. He left his assessment with confidence that his goal to work in retail was solidly in reach.

Jayden applied for a position of Donor Attendant at the Sahara Crossing store where the store manager and production manager remembered his strong work ethic and helpfulness offered him the position as Media Processor.



**Goodwill showed Jayden
the retail ropes.**

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