



WORKPLACE DIVERSITY CASE STUDY

Workplace Challenge

Goodwill has been connecting employers with a ready workforce for more than 90 years. With the trend today in business to include a more diverse workforce as part of an overall human resources strategy, Goodwill has found itself in high demand to help train and place people with disabilities in jobs.

Goodwill Customized Training Solution

One example is our partnership with the Walgreens REDI (Retail Employees with Disabilities Initiative) program. Walgreens joined forces with Goodwill and DVR to provide job skills training to give people the skills and competencies required to be successful in the Walgreens Retail environment. Goodwill provides job coaches that train on three primary duties needed by a Walgreens employee – customer service, register transactions and store appearance. The program also includes soft skills training based on the person's needs.

When they are finished, graduates of the program can apply for retail jobs at Walgreens, or they can market their training and experience through REDI to other employers.

Another example is our partnership with FedEx, a company that promotes excellence in diversity with hiring and supporting individuals with barriers and disadvantages. FedEx partnered with Goodwill and DVR to create a customized Industrial Training Program to broaden its workforce and disability inclusion initiatives through education, integration and training. The place-and-train program consists of three weeks of technical, work and life skills training provided onsite. Areas of focus include palletizing, loading/unloading trailers, using scanners, and safety. Goodwill Industries, DVR and FedEx have created a great relationship and a solid support system emphasizing individuals' strengths to be successful in their employment and working together to find positive solutions.

Training Outcomes

- To date, 95 individuals have been trained and hired by Walgreens and FedEx.
- Walgreens and FedEx appreciate the benefits a diverse, inclusive workforce brings to the organization. Both programs have opened up a new source of talent with unique abilities.
- This business model has delivered a strong, reliable workforce that promotes a positive work environment.
- Benefits include reduced absenteeism, increased retention rates and reduced Workers' Compensation and accidents.



With over 95 years of experience in workforce development, Goodwill is a leader in work and life skills training essential to employee and business success.

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