

# Support Staff Learning Path

Support Staff are defined as those individuals that support the day-to-day operations of a department. They are often the first to be seen upon entry or the first to be heard when calling. They maintain department files or electronic records.

Continuous learning is something that everyone should strive for in their professional and personal life. When we get stuck in life and are not sure what to do, we need help in getting on the path to success.

## WHO NEEDS TO COMPLETE THIS LEARNING PATH?

- All Support Staff

## WHEN DO I NEED TO COMPLETE THIS LEARNING PATH?

- **New Employees Only** – Required training for new employees needs to be completed within one (1) year of date of hire, with New Employee Orientation to be completed within 35 days of start date and Computer Skills Training within 6 months of start date. \*Check the training calendar for time sensitive trainings.
- **Required Trainings (All Employees)** – Required trainings for each learning path need to be completed within one (1) year of date of hire, with annually recurring trainings to be completed within one (1) year of employment anniversary date. \*Check the training calendar for time sensitive trainings. Required trainings are part of a job specific learning path and must be viewed during company time.
- **Learning Electives** - Learning electives are part of every employees learning path and must be done on your own time if not business related.
- **Continuous learning** is an active and ongoing process of self-directed informal or formal learning for the purpose of self-awareness, personal improvement and professional development.

## HOW DO I USE THIS FORM?

- Personalize this form with your name and employee ID# and keep it in a safe place.
- Once you have completed a training, add the date of completion to your form.
- Once all required trainings and learning electives are complete, send a copy of this form to the Training Assistant so that this can be added to your personnel file to receive proper credit.

## WHERE DO I FIND THE TRAINING CALENDAR?

- The training calendar is located on the Goodwill company shared drive under: [PDF FORMS 12-09\Training\Training Calendar](#) and under the “Resources” tab in the Goodwill eLearning Library.

## HOW DO I REGISTER FOR TRAINING?

- Email [training@goodwillcfl.org](mailto:training@goodwillcfl.org) to enroll in classroom training.
- You have been pre-registered for your specific learning path in the **Goodwill eLearning Library (GEL)**. Refer to your welcome email for login instructions.

## EXISTING LEARNING PORTALS

- **GEL** (<https://lms.ioausa.com/login/293/>) – The majority of your online trainings will be in this portal.
- **GCF Learn Free** (<http://www.gcflearnfree.org/>) – This learning portal is used for learning technology, math, and reading. Instructions for signing up or “testing out” for training credit are located in [PDF FORMS 12-09\Training](#) “GCF Learn Free FAQ”.

If you have any questions in regards to the Goodwill eLearning Library, please send an email to [training@goodwillcfl.org](mailto:training@goodwillcfl.org).

# Support Staff Learning Path

Name: \_\_\_\_\_

Employee ID# \_\_\_\_\_

New Employees Only	Delivery	Est. Duration	Date Completed
New Employee Orientation – <i>within 35 days</i>	Classroom	8 Hours	
Core Principles	Classroom	3 Hours	
Computer Skills Training – <i>New Hires within 6 months</i>	GCF Learn Free	Test Out/Self-paced	

Required for all Support Staff Development			
	Delivery	Est. Duration	Date Completed
Disability Awareness - <i>Annually</i>	Webinar	30 Minutes	
“Preventing Workplace Violence for Employees”	GEL*	23 Minutes	
“Sexual Harassment What Employees Need to Know” - <i>Annually</i>	GEL*	17 Minutes	
“Substance Abuse in the Workplace”	GEL*	30 Minutes	
“Phone Skills”	GEL*	25 Minutes	
“Healthy Aging”	GEL*	21 Minutes	

Learning Electives	Describe Elective Chosen	Date(s) Completed
<i>Pick at least one (1) from the list below:</i>		
<b>Community Representative</b> Represent Goodwill at a community awareness event.		
<b>Outside Learning Event, Webinar or Online Training</b> Your choice of topic relevant to your position or department.		
<b>Personal Enrichment</b> Set a personal goal and achieve it (i.e. weight loss, marathon).		
<b>Health Wellness/Stress Management</b> Attend a lunch & learn, online training, webinar or other event in regards to health wellness or stress management.		
<b>Interpersonal/Listening/Conflict Resolution Skills</b> Attend training or workshop to learn effective interpersonal communication, listening and conflict resolution skills (circle one).		
<b>Financial Wellness</b> Create a plan, attend a workshop, build a budget, etc.		
<b>Public Speaker, Presenter/Facilitator Training</b> Participate in a public speaking, facilitator/train-the-trainer workshop.		

Continuous Learning
<i>“The beautiful thing about learning is nobody can take it away from you.” ~ B. B. King</i>
<b>Read Monthly Cultural Diversity Message</b> – (See PBL or GEL* “Resources”)
<b>Attend Monthly Safety Meeting or Webinar</b> – (See Monthly Training Calendar for dates)
<b>Read a Business Book/Join Book Club</b> – (e.g., GII Book Club/(GOOD) Network Book Club)
<b>Develop Public Speaking/Leadership Skills</b> – (Join a networking group, speaker’s bureau or become a member of a local Toastmasters Club.)

\*Goodwill eLearning Library (GEL)

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_