

Goodwill Industries

eLearning Case Study

The Organization

Goodwill Industries of North Georgia

Location: Decatur, GA

Products and Services Provided: Employment, job training and placement

Number of Employees Trained: 200+

Contact: Clifford Ealey, Quality and Safety Coordinator for Facility Services

The Challenge

Full-time employees receive a minimum of 72 hours of training annually and must successfully complete rigorous testing. So, the major challenge according to Clifford Ealey, Quality and Safety Coordinator for Facility Services at Goodwill North Georgia, was providing the right variety of skills and safety training for facility management services team members. This had to include offering the right options for delivering and tracking the training at all job sites through on site and remote training.

The Solution

Goodwill of North Georgia chose the DuPont™ eLearning Suite, a comprehensive online training system, that uses interactive online courses to help Ealey manage employee training from start to finish. Training is provided to facility management services team members to develop skills ranging from grounds safety ergonomics to maintenance to custodial safety. DuPont Sustainable Solutions has been the trusted training partner of Goodwill Industries of North Georgia for many years providing in-depth safety, maintenance, and human resources training.

The Resolution

Working together, Ealey and DuPont put together a customized package of over 25 courses that according to Ealey, "... covers all the bases for us. We've moved away from classroom training to more self-paced offerings, including online, that consider the individual capabilities of our team members.

DuPont
Sustainable
Solutions



We work together with the DuPont team to annually review, update and then change the training offerings and delivery options to reflect what our team members need and can handle.” Goodwill of North Georgia utilizes e-learning via DuPont Sustainable Solutions to assure their employees are proficient in environmental safety, ethics and industrial standards.

Quality People, Quality Service

Quality people equal quality service. That’s why Goodwill Industries of North Georgia puts so much emphasis on training – to make sure their employee team members are fully prepared and knowledgeable about all phases of their job. When you put people first, a safe space is provided for team members with disabilities, so they have the support they need to build their work skills and care for their families. Since some team members with the severest disabilities do not have the capacity to use computers, workbooks must also be used to supplement training.

Keeping Safety Relevant

According to Ealey, although the stated goal of any organization is zero injuries and zero incidents, for Goodwill, the goal is also awareness. “Our biggest challenge is to keep safety truly relevant for our team members daily. We want our team members to realize, and internalize, that safety is for everyone, everywhere. We want to make sure safety is also always relevant to our team members outside of work. The DuPont training materials and courses help with that.”

In addition, all incidents are tracked and tied back to slips, trips and falls, and back injuries, the most common type of injury for this team. By tracking incidents and adjusting the safety training curriculum, results for Goodwill Industries of North Georgia indicate that for the first-time last year, there was no lost time due to accidents.

The Result

Ealey shared, “I highly recommend DuPont Sustainable Solutions. The training is perfect for what we need. It’s perfectly laid out. That’s what keeps our team members truly engaged, both on and off the job. They may be hearing upper level words in the videos, but DuPont makes sure it’s explained in layman’s terms so it’s simple and everyone, regardless of ability, can relate to it and learn. I wouldn’t change it for anything else in the world.”

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Clifford Ealey, Quality and Safety Coordinator for Facility Services at Goodwill Industries of North Georgia, is responsible for implementing and overseeing comprehensive training programs. He coordinates all vital safety training including hazard communication, blood-borne pathogen safety, asbestos awareness, fire, electrical and chemical safety and more. In addition, Clifford helps maintain some of the most rigorous certifications in the industry, including International Organization of Standards and ISSA Cleaning Industry Certifications.



Goodwill® is a 501(c)(3) nonprofit that strives to enhance the dignity and quality of life of individuals and families by helping people reach their full potential through education, skills training and the power of work. For over 30 years, Goodwill Industries has been creating jobs in North Georgia by providing top-notch

facility management services to the federal government, state and local government offices, the commercial real estate market and other companies. It has grown to be one of the largest facility management contracting firms in Georgia, maintaining jobs for more than 200 employees who have severe disabilities.

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