

GOODWILL INDUSTRIES OF SOUTH FL

CASE STUDY

USING DATA TO UNLOCK POTENTIAL



The Challenge

Goodwill Industries of South Florida—Division of Mission Services is focused on enhancing internal communication and teamwork to improve program effectiveness.

The Solution

Goodwill partnered with Grey and Associates to implement the "Everything DiSC Workplace® on Catalyst" program, a dynamic course designed to enhance understanding and application of various communication styles within the workplace.

Specific Actions/Strategies:

- **DiSC Workplace Training:** Executing three in-person/virtual 4.5-hour training sessions for non-supervisory staff to foster a deeper understanding of individual and team communication dynamics.
- **Executive Coaching:** Each staff member receives personalized coaching to explore their DiSC profile and strategize on improving workplace interactions.
- **Quality Assurance for Programs:** Ongoing review and update of the Staff Operating Manual for Programs, including meetings with program supervisors, focus groups with delivery staff, and drafting a comprehensive findings report.

Client Testimonial:

"The facilitator was exceptionally clear and engaging, making complex concepts easily understandable."

