

The Official Employee Newsletter of Goodwill of Central & Northern Arizona

Good Times



SEPTEMBER 2017



TIM TALK

Team,

Last month, 35 leaders from across the organization met and one of the priorities of that meeting was to introduce the Trust Pledge to some of our new team members, and to recommit to the Trust Pledge as individuals and as a team. I hope that you're all familiar with the

Trust Pledge already, but if you're not, or you haven't looked at in a while, I encourage you to take a moment to re-read it. It hangs in all of our locations across Goodwill, but it isn't just a document. The Trust Pledge is our "rules of engagement," serving as a guide to help us all be accountable to one another. It's about how we treat each other, and how we want our organization to look feel and live. Trust is the foundation of a strong team, and we must all hold each other accountable to living by these standards, to the best of our ability, every day. Again, if you haven't read the Trust Pledge in a while, I encourage you to re-read it and think about what it means to you and your teammates, just as your leaders did last week. And if you have questions or comments, or want to share what the Trust Pledge means to you, I'd love to get your thoughts on it. You can reach me any time at Tim.ONeal@goodwillaz.org - I hope to hear from you!

NATIONAL COMIC BOOK DAY

Dress up as your favorite comic book character on September 25 to celebrate National Comic Book Day!*



*No weapons with your costume, please!

THE GREAT GOODWILL COSTUME CONTEST!

Halloween is a little over a month away, and we'll be celebrating with our Team Goodwill costume contest! Get a group together or dress up on your own and compete for the prize of "**Best Individual Costume**" or "**Best Group Costume.**" Entries will be judged based on overall creativity and in order to win, every individual or member of the group *must include an item purchased at Goodwill in your costume!* Here's how to enter:

1. Put together your most creative costume (either individually or as a group of 2 or more people.) Costumes must be family-friendly (no gore or weapons) and **each costume must include at least one item purchased from Goodwill!**
2. Have someone take a photo of you or your group in costume (make sure the photo is not blurry!)
3. Email the photo to CommunicationTeam@goodwillaz.org by **5pm on Tuesday, October 31** subject line: Team Goodwill Costume Contest. Please include in your email the names of all individuals pictured and the item or items that were purchased from Goodwill!

Entries must be submitted by 5pm and include Goodwill item(s) in order to be eligible.

The winner of "Best Individual Costume" will receive 1,000 YouEarnedIt points and the winner of "Best Group Costume" will receive 500 YEI points for everyone in the group! If you have any questions, please email Erica.Reed@goodwillaz.org.





IT'S GOOD TO KNOW: *Dave Meyers*

Learn a few things you might not know about:
Dave Meyers, WFD Area Leader
Coconino and Yavapai Counties

HOW LONG HAVE YOU BEEN WITH GOODWILL?

Three and a half years.

WHAT ROLES HAVE YOU HAD DURING YOUR TIME AT GOODWILL?

Sedona Store Assistant Manager; Mission Advancement Team Leader (Area Leader) for Yavapai County; Cottonwood Store Site Leader; and Area Leader for Workforce Development, Yavapai and Coconino Counties.

HOW WOULD YOU DESCRIBE YOUR ROLE?

I live out our Goodwill mission every day by training job seekers to be hired and keep employment, and lead and develop the best team here within Goodwill.

WHAT'S YOUR FAVORITE THING ABOUT WORKING HERE?

I really enjoy seeing the change that we are making every day at work.

IF YOU COULD VISIT ANYWHERE IN THE WORLD, WHERE WOULD YOU GO?

I would go back to Spain. I used to go to this perfect little ocean side town.

DO YOU HAVE ANY PETS?

My wife and I have the most adorable two year old puppy that is a short haired border collie, Staffordshire, sheltie and Husky mix.

WHAT'S YOUR FAVORITE THING TO DO WHEN YOU HAVE NO PLANS

I read. My wife almost took away my Goodwill badge so that I would stop buying books at the discount.

WHAT WAS THE BEST CONCERT YOU'VE EVER ATTENDED?

I'm a big fan of Three Dog Night and have been able to see them a couple of times.

WHAT ARE YOUR TOP 5 FAVORITE MOVIES?

Captain America: The First Avenger, Captain America: The Winter Soldier, Deadpool, Saving Private Ryan, and because I just saw it, The Hitman's Bodyguard.

WHAT'S THE BEST THING YOU'VE EVER EATEN?

A meal at a Brazilian steakhouse in Guam.

WHAT WAS YOUR FAVORITE TELEVISION PROGRAM GROWING UP?

I enjoyed watching the X-Files.

IF YOU COULD HAVE DINNER WITH A FICTIONAL CHARACTER, WHO WOULD IT BE?

Jack Ryan, from Tom Clancy's novels.

WHO SHOULD WE GET TO KNOW NEXT?

Email Erica.Reed@goodwillaz.org to nominate yourself or one of your co-workers!



POINTS REMINDER

Don't forget, your YouEarnedIt giving points will expire on Saturday, September 30. Then on October 1, you'll get a whole new batch of giving points for the quarter that you can send to your teammates to recognize and reward them for the great things they do. Keep in mind that even though giving points expire and reset every three months, your redemption points don't expire. You can save them or spend them whenever you want on any of the hundreds of gift cards, products and experiences in our rewards catalogue.

VACATION TIME REMINDERS FOR 2017

Be sure to use your vacation time! **If you have accrued vacation hours over the maximum amount allowed** (as outlined in the 2017 Vacation and Sick Leave Policy) you have until December 31, 2017 to use these excess hours. Your excess hours will expire on January 1, 2018. Please talk to your leader ASAP if you have questions and to schedule your time off!

If you have unused vacation time (below the maximum amount allowed) these hours will rollover on December 31, 2017 for you to use in 2018. This will be the last time that unused vacation hours will rollover from one year to the next.

Don't forget, you can also contribute hours to the Vacation Donation Program at any time if you are unable to use all of your excess hours or wish to contribute any of your vacation time. More information about the Vacation Donation program is available on the Gazette under HR Depot.

Day After Thanksgiving Reminder

Friendly reminder, the day after Thanksgiving is no longer a designated holiday for Goodwill. If you would normally be scheduled to work on a Friday, please report to work as usual. Non-exempt (hourly) team members will be paid for any hours worked at their regular rate of pay. If you would like to request vacation for that day, please talk to your Leader. Thank you!

WHAT IS GOODWILL READING?

In celebration of National "Read a Book" day this month, we asked Goodwill team members "What are your favorite books?" These are just a few of the favorites submitted by Goodwill team members. See the complete list of book recommendations now on the Gazette!

"**'Johnny Got His Gun'** by Dalton Trumbo. It's about an American World War I soldier who loses his arms, legs and entire face which leaves him deaf and blind, but his mind functions perfectly. It takes you through his life as a human shell. It's a powerful read." - Christina Caldwell, Regional Director of Community Development - North

"**'The Riley Jensen'** series by Keri Arthur and the 'In Death' series by Nora Roberts writing as J. D. Robb." - Bettina Bischof, Retail Merchandise Processor

"I like **'Forces for Good'** and **'When Helping Hurts.'**" - Dave Meyers, WFD Area Leader Coconino and Yavapai Counties

"**'Blind Your Ponies'** – a great underdog story on teamwork and perseverance." - Courtney Nelson, VP Marketing and Communications

"**'A Man Called Ove'**" by Fredrik Backman - Jenny Tatum, Volunteer Experience Partner

"Novels I like to read by Stephen King: **'The Shining,' 'Carrie,' 'It,' 'Misery,' '11/22/63,' 'Dolores Claiborne'** and many more. They're great! Pick up and read one, they're not as scary as you think." - Dominic Ashworth, RDC Donation Attendant

"**'Throne of Glass'** series by Sarah J. Mass - Chantel Sanchez, Recruiting Operations Analyst

"**'The Alchemist'** by Paulo Coelho - Kim Morris, Sr. Administrative Assistant

"**'Empowerment Takes More Than a Minute'**" by John Carlos, Kenneth H. Blanchard, and W. Alan Randolph - Mike McCloskey, VP of Business Development



"I'm an avid reader of mystery and suspense and two of my favorites are the Lee Child books featuring Jack Reacher's character and John Sandford with his character Lucas Davenport. - Blaine Jimenez, Regional District Director

"**'Wild'**" by Cheryl Strayed - Emily (Giller) Marston, Event Coordinator

"**'The Seven Habits of Highly Effective People'**" - Tim O'Neal, President & CEO

"I love a good book and read many different types. No matter what, I always go back to **'The Hobbit'** by J.R.R. Tolkien or **'The Cat Who...'** series by Lilian Jackson Braun." - Bea VanZant, Career Advisor

"**'How the Mighty Fall'**" by James C. Collins - Dan Kellett, VP of Retail Operations

"**'The Five Dysfunctions of a Team'**" by Patrick Lencioni - Betty Moreno, Senior Executive Assistant to Tim O'Neal, President & CEO

"Some of my personal top books are: **'The Great Gatsby,' 'Lord of the Flies,' 'Enders Game,' 'The Giver,' 'The Green Mile'** and **'Hannibal Rising.'**" - Brock Vowell, Operations Leader

"**'Lord of the Rings'**" by J.R.R. Tolkien - Julie Pessa Capozzi, Director, Board Secretary & Corporate Events

"**'Act like a Leader, Think like a Leader'**" by Herminia Ibarra - Paul Brown, Director of Commercial Maintenance

"**'The Shadow of the Wind'**" by Carlos Ruiz Zafon - Liz Alcazar, Sales Associate

"**'First, Break All the Rules'**" by Marcus Buckingham - Cindy Woodward, Director of Northern Support Operations

"**'Where Good Ideas Come From'**" by Steven Johnson and **'The Innovator's Dilemma'**" by Clayton Christensen - Lane Schonour, VP Learning & Development

Thank you, Team Goodwill for sharing and be sure to check out all of the recommendations on the Gazette!

MEET OUR VOLUNTEER OF THE MONTH!

The Volunteer of the Month for August is Travon Clark of Arizona Avenue, Store 192! Travon started volunteering in February of this year and has served over 350 hours since he began! He was nominated by Retail Site Leader, Luisa Armijo, who wrote this about Travon, "He is amazing and has helped us so much in our store. He helps us do pulls in our men's section and it has never looked better. Whenever we have little projects that we give him, he has such a great go-get-it attitude. He also is so friendly to our customers. I am very grateful for him." Travon said his favorite part of volunteering at Goodwill is making sure the clothes are placed in the right order and that everything is organized. When he isn't volunteering, Travon enjoys bowling, going to the movies with his family, and visiting the gym at his apartment. In the summer, he loves to travel to St. Louis. Travon's team at the Arizona Avenue store enjoyed surprising him with shouts of congratulations and yummy cupcakes in the break room when he won his award this month. The team loves his positive spirit and dedication – *Congratulations Travon!*



Travon Clark

GOING ABOVE AND BEYOND

Take a moment to read an excerpt of a story shared by Kristen Jensen, HR Business Partner.

"As the newest HR Business Partner of GCNA, one of the areas that I am responsible for is the ROC. I was there last week and Tobie Sandoval was speaking of a woman named Violet. It turns out that Ms. Violet's ashes were donated to Goodwill. What? How can that be? Was it a mistake? Did someone else's passing cause Violet to be overlooked? Either way, Tobie sprung into action.

Tobie found a sticker on the bottom of the urn and called the funeral home that handled Ms. Violet's services. Tobie inquired if there was a more appropriate place Ms. Violet could "reside." After the funeral home looked into it, Tobie was so happy to learn that Ms. Violet had surviving family members in Washington. Tobie worked with the Funeral Home and they agreed that if Tobie shipped them the urn, they would see to it that Ms. Violet ended up in the right hands, her family.

Anyway, the point of my story is that people are good. They do good things simply because it's who they are. Tobie's act of kindness, compassion and sympathy will impact me for the rest of my life."

What a great example of going above and beyond to do the right thing. Great example, Tobie of our Goodwill values in action, and thank you Kristen for sharing this story!

Do you have a great example of a Goodwill employee during something extraordinary?

Email Erica.Reed@goodwillaz.org.

GOODWILL PARTNERS WITH THE AZ D-BACKS!

Love the Arizona Diamondbacks? You can now get discounted tickets while supporting your Goodwill at the same time! Thanks to our exciting new partnership with the Arizona Diamondbacks, you, your friends and family can get discounted Diamondbacks tickets for the remainder of the 2017 baseball season. Plus, a portion of the proceeds from every ticket sold through this partnership will go back to Goodwill of Central and Northern Arizona. To purchase your discounted tickets and support Goodwill of Central and Northern Arizona, go to dbacks.com/goodwill and use offer code: goodwill.



MILESTONE ANNIVERSARIES

Congratulations to our Goodwill team members who celebrate milestone anniversaries (5, 10, 15, 20 and 25 years) in September. Thank you for your service!

15 YEARS

Margaret Wallace, Site Leader

10 YEARS

Cristal Acosta, Operations Leader;
Veronica Ozuna, Retail Merchandise Processor

5 YEARS

Mercedeh Javadi, Retail Sales Lead; **Gorge Torres**, Home Pick Up Driver; **Kristy Fite**, Janitor; **Manuel Navarrete**, Donation Attendant; **Jasmine Rosales**, Retail Sales Lead; **Cherish Singer**, Clearance Processor; **Jenny Dominique**, Site Leader; **David Parker**, Area Leader; **Floyd Thompson**, Site Leader; **Maria Neri Arellano**, Retail Merchandise Processor

CONGRATULATIONS MAY CHANGE CAMPAIGN WINNERS!

We are excited to announce our August Change Campaign Champions!

1st Place 066 – Thunderbird Square Store - \$3,295.57



Honorable Mentions:

184 – Iron Springs Store - \$2,817.46

198 – Greenfield Store - \$2,676.60

New Exciting Competition This Month

Instead of honoring our top stores, we'll be recognizing our top fundraising cashiers. Stay tuned to see this month's winning cashiers!