

Goodwill Grand Rapids Reduces Lost Productivity, Solves Logistical Problems with ProTrainings Courses.



Goodwill Industries is an international organization whose mission is helping people in need reach their full potential through learning and the power of work. In 2010, Goodwill Grand Rapids contacted ProTrainings to help with their CPR, first aid, and bloodborne pathogen compliance needs. Using the ProTrainings blended program, Goodwill has been able to effectively train its staff and save money in reclaimed productivity with the efficiency of e-learning.

CHALLENGE

With more than 30 locations around the state of Michigan, Goodwill Grand Rapids faced significant challenges in trying to meet CPR, first aid, and bloodborne pathogen training requirements. Conflicting schedules, employee turnover, and geographical distance made coordinating classroom training virtually impossible. This resulted in lost time, high travel costs, and occasional lapsing in staff certification.

SOLUTION

Goodwill Grand Rapids asked ProTrainings to create a company-wide training solution to meet their CPR, first aid and bloodborne pathogen certification requirements. ProTrainings advised a blended program, in which staff members would complete a portion of their training online and follow up with a local skill evaluation. ProTrainings would also provide skill evaluator training to management staff. In addition, managers would have access to the ProTrainings system, which would provide e-mailed expiration reminders, reporting, and record keeping.

Goodwill selected management staff who were then trained as skill evaluators over the span of a day at no cost. Staff members were given a username and password and then directed to a specific URL for Goodwill employees. These staff members then completed their training within the work week during slow periods or downtime. Selected managers were given administrative dashboards that they could use to monitor staff progress and obtain training records.

RESULTS

Goodwill Grand Rapids significantly decreased administrative and staff time lost from training activities. Instances of lapsed staff certification have been greatly reduced with reporting access and expiration reminders. Bloodborne pathogen training has been added without an increase in training budget and access to training records now provides easy proof of training compliance for CARF audits.