

# APPR 140A: GOODWILL HUMAN & PROCESS DEVELOPMENT

## Foothill College Course Outline of Record

Heading	Value
Effective Term:	Fall 2023
Units:	4
Hours:	48 lecture per quarter (48 total per quarter)
Prerequisite:	Per California Code of Regulations, this course is limited to students admitted to the Goodwill Customer Support Specialist Apprenticeship Program.
Degree & Credit Status:	Degree-Applicable Credit Course
Foothill GE:	Non-GE
Transferable:	None
Grade Type:	Letter Grade (Request for Pass/No Pass)
Repeatability:	Not Repeatable

## Description

This course tracks the personal and professional growth of individual students. The course will follow the CDP steps over a three-part curriculum: Pre-Apprentice, Growth Mindset, and Quality & Process Improvement. The course introduces the retailer to professional attributes: problem solving, critical thinking, cultural awareness, professional collaboration, workplace communication, self-awareness, leadership, innovation and entrepreneurship, and professionalism. Strong emphasis on the Kaizen mentality and methods to solve problems within the organization and workplace. Focus on development of leadership, self-awareness, growth mindset, professionalism, and creative mindset.

## Course Objectives

The student will be able to:

- Recognize the value of mindfulness and overcome negative habits and barriers holding back growth
- Select appropriate approaches to provide feedback to peers in common scenarios encountered in a retail setting
- Establish and use Kaizen decision-making, goal setting, problem solving, and time management skills to address personal/professional development issues
- Collaborate with team members to work through conflicts, problem solve, and achieve efficient results
- Demonstrate self-awareness in reflecting on personal development needs and then establishing goals for continuing professional development

## Course Content

- Credit for prior learning: Pre-Apprenticeship (12 hrs.)
  - CDP STEPS: The STEPS Program by the Pacific Institute was created in response to the demand for practical educational

material, to assist an ever-increasing number of people who are trying to change their situation, personally, professionally, or organizationally

- Unit 1: "Hidden In Plain Sight"
  - Unit 2: "Expand the Mind to Create the Future"
  - Unit 3: "How the Mind Works"
  - Unit 4: "Beliefs Regulate Performance"
  - Unit 5: "The Internal Conversation"
  - Unit 6: "Comfort Zones"
  - Unit 7: "The Next Time"
  - Unit 8: "Out of Order Into Order"
  - Unit 9: "Seeing Myself Into the Future"
  - Unit 10: "Living In Today, Planning For Tomorrow"
  - Unit 11: "The Tools For Change"
  - Unit 12: "It's My Choice"
  - Unit 13: "Yes, I Am Good"
  - Unit 14: "Goal Setting Through"
  - Unit 15: "Successful and Significant"
- Growth Mindset & Resiliency (20 hours)
    - Growth mindset and resilience modules: including mentors, practice sessions, and trainings. Topics to follow:
      - Module 1: What is a mindset?
      - Module 2: The two mindsets
      - Module 3: Organizational neuroplasticity
      - Module 4: Growing your intelligence
      - Module 5: Growth mindset and systemic issues; past experience reflection
      - Module 6: How to strengthen the growth mindset
      - Module 7: Duel of the voices
      - Module 8: Trauma and the brain
      - Module 9: Growth mindset for organizations
      - Module 10: Keystone habits; success through effort; past experience reflection
  - Kaizen Process Improvement (16 hours)
    - Kaizen philosophies
    - Impact on operations and the organization
    - Learning process
    - Cellular process
    - Working effectively in teams
    - Examining waste in an organization
    - Mapping the process
    - Workstation designing

## Lab Content

Not applicable.

## Special Facilities and/or Equipment

When taught as an online distance learning section, students and faculty need ongoing and continuous internet and email access.

## Method(s) of Evaluation

Methods of Evaluation may include but are not limited to the following:

Reflections on work experience and implementation of training methods

Short writing assignments (research/case studies)  
Class discussions and participation  
Completion of training modules  
Knowledge check quizzes  
Kaizen report

## **Method(s) of Instruction**

Methods of Instruction may include but are not limited to the following:

Lecture  
Discussion  
Cooperative learning exercises  
Field work in store  
Oral presentations  
Demonstration  
Case studies

## **Representative Text(s) and Other Materials**

Resources and materials will be provided by Goodwill in-house.

## **Types and/or Examples of Required Reading, Writing, and Outside of Class Assignments**

- a. Weekly reading assignments provided by Goodwill resources and materials (average 15-20 pages weekly)
- b. Weekly trainings covering subject matter from text assignment with extended topic information. Class discussion is encouraged
- c. Exercises and demonstrations, including individual or group participation, covering assigned reading and lecture topics

## **Discipline(s)**

Retailing