

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:

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

Course Content

1. Credit for prior learning: Pre-Apprenticeship (12 hrs.)
 - a. 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

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

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

Discipline(s)

Retailing