

SEPTEMBER 2023

# The Goodwill Grapevine

Monthly Organizational Updates



September  
Paydays:  
1, 15, and 21

## EMPLOYEE SURVEY HIGHLIGHTS SUCSESSES, OPPORTUNITIES FOR GROWTH

By David Oliver

Thanks to all of you who completed the 2023 Employee Engagement Survey. We had 507 employees who responded, from executive to part-time staff, from brand new employees to individuals who have been with Goodwill for a decade or more, from all over the organization in terms of department/geography.

I was very happy to see high scores on two particular questions:

- Nearly 86 percent of employees said that someone at work seems to care about them as a person. This answer is gratifying, because it is emblematic of the kind of culture we want to be.
- Seventy-nine percent of employees say they have the opportunity to do what they do best every day at work. This answer tells me we are doing a pretty good job at what management expert Jim Collins referred to as putting the right people in the right seats on the bus —hiring people into the right jobs and letting them do what they do well.

Of course, we also have places where we can improve. Survey answers revealed some common employee challenges at Goodwill Tulsa. The good news is that we already had—or now have—plans to address these challenges. In particular:

### • Challenge #1: Communication

Survey results indicate that we aren't doing as good a job as we could be at communicating, whether that means receiving feedback on your progress, receiving recognition for your work, or finding out Goodwill Tulsa news. Several efforts are in the works to improve communication:

- We are revamping our performance review system to ensure you receive regular feedback.
- We're overhauling our process for using text messages to help ensure that employees have access to timely information.
- Our Spectrum Leadership Training will train supervisors at all levels to communicate better the "why" of processes and decisions, not just the "what."
- A short survey will be released soon to ask what you want to hear about in the Grapevine and how you would prefer to receive it.

### • Challenge #2: Training

Training came up repeatedly as an area for improvement. While most employees feel they have had the chance to learn and grow in the past year, responses were less positive about Goodwill as a good place to develop your career.

- Our new Grow with Goodwill program, launched in early July after months of visioning and planning, is designed to help employees build career paths at Goodwill or outside the organization.
- We've launched Spectrum Leadership Training, with the goal of helping Goodwill Tulsa's leaders improve their skills and grow in their roles.

These two programs will serve Goodwill Tulsa and our employees as they build their careers, whether they ultimately decide to build their professional lives at Goodwill or go elsewhere.



SEPTEMBER 2023

One more important note: By now many of you have met or heard from Myranda Freeman, our new Engagement Specialist. Myranda is designing a broad employee engagement strategy focused on events and activities that recognize employees for good work and ensure they feel connected to Goodwill Tulsa and its mission. More information will follow as we begin to implement these new initiatives.

Thank you again for your participation and for helping us learn how we can do better.

# GOODWILL PICNIC

## FRIDAY

## SEPTEMBER 29

## CHANDLER PARK

### 10:30 A.M. TO 2 P.M.

### FOOD | GAMES | GIVEAWAYS



\*EMPLOYEES ONLY



Jeffrey Daniel - 09/01/2017  
 Teresa Hammons - 09/01/2022  
 Kiah Johnson - 09/01/2021  
 Rachele Pedersen - 09/01/2010  
 Calvin Sledge - 09/02/2021  
 Lori McKenzie - 09/02/2014  
 Morgan McKenzie - 09/03/2013  
 Myesha Clayton - 09/04/2019  
 Kimberly Downs - 09/09/2004  
 Jeryn Jack - 09/12/2022  
 Letitia Parker - 09/12/2011  
 Dylisia Markham - 09/14/2010  
 Leonard Phifer - 09/14/2015

Shirley Richards - 09/15/2022  
 Sabrina Roland - 09/16/2022  
 Katlin Walters - 09/16/2022  
 Risako Mutuk - 09/16/2022  
 Sheila Farrara - 09/16/2022  
 Parrish McDaris - 09/19/2016  
 Veronica Florence - 09/20/2022  
 Kathryn Horath - 09/20/2022  
 Lorena Lyons - 09/21/2015  
 Diane Tolsma - 09/21/2018  
 Christopher Kendall - 09/22/2021  
 Kenneth Anthony - 09/23/2014  
 DaeAurion Turner - 09/23/2022

Janet Harbert - 09/23/2015  
 Penny Smith - 09/23/2020  
 Eloise Davis Coleman - 09/23/2022  
 Sherrie Pryor - 09/24/2019  
 Karla Davis - 09/25/1992  
 Mitchell Bryant - 09/27/2018  
 Cornelia Korell-Clevenger - 09/27/2011  
 Brandon Scott - 09/28/2022  
 Lucila Bejar - 09/28/2022  
 Hannah Scott - 09/28/2022  
 Laura Jaramillo Martinez - 09/30/2021  
 Aryonna Thomas - 09/30/2021



## October Birthdays

2 - William Barrett  
 2 - John Taber  
 3 - Gayla Rutledge  
 5 - Elle Lea Beard  
 6 - Diane Wood  
 6 - Kenneth Anthony  
 8 - Kelsey Schultz  
 10 - Michael Nees  
 10 - David Majors  
 11 - Elliot Ward  
 11 - Elise Dawn DeBoutez  
 11 - Teresa Graves  
 11 - Tanya Svoboda

13 - Magyn Passmore  
 13 - Cody Davis  
 13 - Jeff Detjen  
 14 - Kisin Masami  
 14 - Sarah Dudley  
 15 - Shirley Cantu  
 15 - Tommy Joseph  
 16 - Lois Mayo  
 16 - Anchennin Cheypot  
 16 - Melinda Stevens  
 17 - Letitia Parker  
 18 - Juanita Seals  
 18 - Christina Bailey

20 - Mary Smiley  
 20 - Aron Renge  
 21 - Allen Borum  
 21 - Melanie Morose  
 22 - Chelsicher Takis  
 22 - Erika Chairez  
 23 - Kelly Perez  
 23 - Aaron Thompson  
 23 - Kayla Foster  
 23 - Johnny Hundley  
 24 - Amber Harrison  
 24 - Breeanna Covey  
 25 - Harold Gulick

26 - Annalyn Sullivan  
 26 - Jane Adams  
 27 - Steven Israel Hahn  
 27 - Shannon Dalton  
 28 - Stephanie Bodmann  
 28 - Daisy Hernandez  
 28 - Erik Harbin  
 30 - Kristielynn Paddock  
 31 - John Widlund  
 31 - Kyle Hager  
 31 - Tommy Friend  
 31 - Tina Yates

# Summer Fundraiser

Proceeds from a summer fundraiser will go toward Goodwill Tulsa's workplace campaign for Tulsa Area United Way.

