

Letter from Mr. Shelfer, President & CEO, Goodwill Industries - Big Bend



Fred G. Shelfer, Jr. CEO

If you have ever been connected to any part of the military, you would probably understand that the backbone of the military is composed of non-commissioned officers (NCOs) or Sergeants. At Goodwill, the same comparison could be made with our store managers. I have often written about our board of directors and our executive staff, but our success or failure depends on our store managers and similar positions in other departments. Our managers are the boots-on-the-ground, dealing directly with our store staff and customers. Every morning in our 24 stores, it's the managers who organize the daily activities, assign tasks, and prepare the store for public interactions. Throughout the rest of the day, the managers oversee the operations.

The task of hiring and training managers is continual, and I believe it has improved each and every year, which has been the biggest reason for our success. This means that the group we have now is the best we have ever had. I think that rings true.

Similar positions exist in Transportation, HR, Mission Services, and Maintenance that have improved those departments year after year, and I appreciate what they contribute to our Goodwill. So, for all the Sergeants who carry the workload and answer the call—thank you. We could not do it without you!

Sincerely,
Fred G. Shelfer, Jr.
CEO

SAFETY The One That Got Away...



During certain times of year, we start thinking about pulling out the grill, or burning a little yard trash. But before you get started, you need to do a little planning. Some counties require a burn permit, and sometimes burning is suspended altogether. If you violate the burning policies you could get a visit from the fire department, and you can be fined.

Here are a few tips to remember:

- PLAN: Know the requirements for your county or city before you burn.
- Have a water hose or sand ready for any outbreaks.
- Let your neighbors know.
- VERIFY: Check the burn status daily for updates.

Don't let your fire be "the one that got away"!

DIVERSITY, INCLUSION, AND BELONGING



National Minority Mental Health Awareness Month

July is recognized as National Minority Mental Health Awareness Month, dedicated to raising awareness about mental health issues within minority communities and promoting access to mental health resources and support. This observance highlights the importance of the unique mental health challenges faced by people of different cultures. To learn more about National Minority Mental Health Awareness Month and find resources for mental health support, visit National Alliance on Mental Illness.

<https://www.nami.org/Get-Involved/Awareness-Events/Bebe-Moore-Campbell-National-Minority-Mental-Health-Awareness-Month>

Disability Pride Month

July is recognized as Disability Pride Month, a time to celebrate the contributions and experiences of people with disabilities. When talking or describing people in the disability community, we sometimes use two different phrases: “disabled people” and “people with disabilities.” These phrases mean the same thing but they can make disabled people feel like they don’t have control over how they are talked about. It’s important to listen to disabled people and let them choose how they want to be represented and seen. Everyone deserves to have a say in how they are described. This month, and every month, we should encourage individuals to embrace their unique abilities and create a more inclusive society for people with disabilities.

<https://it.usembassy.gov/disability-pride-month-celebrates-americans-with-disabilities-act-anniversary/>

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Did you know July is also...



French-American Heritage Month

<https://frenchamericancultural.org/>



National Bison Month

<https://www.nwf.org/Our-Work/Wildlife-Conservation/Bison>



Plastic Free July

<https://www.plasticfreejuly.org/>



Independence Day

<https://www.history.com/topics/holidays/july-4th>



National Wine and Cheese Day and National Hot Fudge Sundae Day are celebrated on the 25th.

Shout-Outs

Share your summer traditions to be featured in the August edition of the Gazette. Email them to Afeng@goodwillbigbend.com for a sweet treat!

Here are some pictures from the What Women Want fashion show in collaboration with Cumulus Media! All the contestants rocked their work wear! And thank you to everyone who attended!



Matt Rhody



Marcie Robinson's beautiful family



Elizabeth Cooper with Lisa Land



Adam Frost

Winners of the Fidget Contest



1st place - Bradfordville Store

Michelle Scheuermann, Chris May, & Donna Jernigan



2nd place - Valparaiso Store

Donna Jernigan, Chris May, & Tori Shirey



3rd place - Computer Store

Donna Jernigan, Chris May, & Shaw Shivers

Success Story: Crystal

Crystal, a part-time cashier for Goodwill in 2017, received an incredible opportunity when management recognized her hard work in the backroom and offered her a full-time position. This was a turning point for Crystal, who was trapped in an emotionally, verbally, and financially abusive marriage, along with her gifted daughter. After enduring nine years of suppression, they finally escaped, but her daughter now suffers from severe anxiety due to their past.



Despite the challenges, Crystal's employment at Goodwill became her lifeline, allowing her to break free from her ex-husband. She is very grateful for her job and expresses heartfelt appreciation to Donna Jernigan, Chris May, and Elizabeth Cooper for their care and support.

Crystal's story highlights the transformative impact of goodwill. It reminds us that even in the darkest moments, there is always a glimmer of hope. Let Crystal's journey inspire us to take a stand against abuse, support those in need, and believe in the power of compassion. Every small action can make a significant difference in someone's life. Together, let's be agents of change, advocates of hope, and creators of a brighter future where everyone can thrive.

Thank you, Crystal, for sharing your story with us.

Leadership Skill: Exercise Your Empathy Muscles

Empathy is a critical leadership skill in today's ever-changing workplace. Empathy is the ability to identify and understand feelings in yourself and others.

It improves relationships, increases collaboration, and amplifies innovation.

Exercise your empathy muscles in everyday work conversations.

1. Practice active listening.

Give your undivided attention to the speaker. Adopt positive body language: make eye contact and lean in. Put away distracting technology. Paraphrase what you heard to ensure you are getting the heart of their message.

2. Be curious.

Avoid making assumptions about how the other person feels. Instead, ask questions to further understand. Use open-ended questions (who, what, where, when, and why) to allow the speaker to explain from their point of view.

3. Know your audience.

This rule of thumb helps you personalize individual messages. For example, what is the preferred communication style of team members? Do they prefer email or face-to-face communication? Do they need time to process a message before having a more detailed conversation about next steps?

4. Demonstrate perspective taking.

Your ability to see a situation through someone else's eyes shows your openness. For example, consider the client's or a colleague's viewpoint. Try to understand their perspective, especially when dealing with conflict.

Each person shows up to work with their own unique values, beliefs, and perspectives. Your job as a leader is to better understand your team and create an environment where they can grow. Use one of your next conversations as an opportunity to develop your empathy skills and build more trust in the process.

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WORD SEARCH



ELECTRICITY



Wordsearch

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 AMBER
 ELECTRICITY
 DIODE
 FARADAY
 CHARGE
 COMPASS
 CIRCUIT
 CONDENSER

SWITCH
 BULB
 NEUTRON
 CURRENT
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 GENERATOR
 TURBINE
 LIGHTNING
 CONDUCTOR

PARALLEL
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