Upskilling Employees:
The Case for 21st Century Skills
Presenters

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We co-design, test and build higher education models to better address **affordability**, **relevance**, **portability**, and **visibility** in a rapidly changing knowledge economy.

Our partners:

125 **Universities and Colleges**
*Majority of them serve “new traditional” students*

60 **Employers**

5 **Ecosystems**
*(states, systems, cities)*
How This Collaboration Came Together

The Lab has 800 higher ed institutions engaging with our 21st century skill badge toolkit

[Diagram showing various skill badge logos such as Creative Problem Solving, Collaboration, Critical Thinking, Initiative, Empathy, Resilience, Intercultural Fluency, and Oral Communication.]
100,000+ students across 8 counties
8 neighborhood & regional centers
350+ degree & certificate programs
#1 provider of workforce training in the area

DIVERSITY

HSI HISPANIC SERVING INSTITUTION
Goodwill San Antonio

Purpose, Mission, and Values

**PURPOSE**
FIGHT POVERTY. CREATE OPPORTUNITY.

**MISSION**
HELP CHANGE LIVES THROUGH THE POWER OF WORK

**VALUES**
SERVICE  TEAMWORK  ETHICS  PASSION  SAFETY
Who Is Goodwill San Antonio?

See Fact Sheet at your tables for more information or visit https://www.goodwillsa.org/.
We believe in workplace-based initiatives that combine employment with wrap-around support services and training as most effective to prepare and place our Goodwill Team Members on a pathway for upward mobility.
How interested are you in furthering your education?

56% of 443 respondents are extremely interested or very interested!
What keeps frontline workers from pursuing their education?
What skills are Goodwill Team Members interested in developing?
Which career fields are Goodwill Team Members interested in pursuing?
San Antonio has the second highest poverty rate in US (The Rivard Report, 2018)

The logistics field is experiencing job growth in San Antonio at twice the national rate.
Overview of Two Programs

See Infographic at your tables for more information.

- **SkillsBooster** – a 21st Century Skills badge bundle
- **Certificate Plus** – a badge + certificate mash-up

Logistics Management Certificate + Collaboration Badge awarded by Palo Alto College
Critical Success Factor – Network of Support

GOODWILL LIFE SKILLS COACH
● Help team members to navigate any personal or work issues
● Provide coaching and refer team members to resources to overcome barriers

GOODWILL TRAINING AND DEVELOPMENT
● Coordinate info sessions to learn about the programs.
● Manage project deliverables internally for Goodwill San Antonio.

GOODWILL CAREER NAVIGATOR
● Help team members identify their career and education goals
● Determine which upskill program is right fit and assist with college and financial aid applications.
● Host Community of Learner meetings and provides ongoing reassurance and support.
Critical Success Factor – Network of Support

PALO ALTO FACULTY
- Guide students through the learning and badge earning experience.
- Review and grade assignments and provide feedback and coaching.

PALO ALTO STUDENT SERVICES
- Support students throughout their enrollment to graduation.
- Includes services such as course advising, student services, auxiliary services, etc...

ALAMO COLLEGES ONLINE
- Assist with admissions and enrollment process for team members.
- Co-design and build badge content into LMS.
- Advocate for process changes to serve students better.
Network of Support

Goodwill team member

Education Design Lab
“I was filled with a feeling of gratefulness. I had to keep myself from tearing [up] because I was so excited to be there starting the processes to something that is going to change my life.”

~ Goodwill San Antonio Team Member
SkillsBooster Participants

CertificatePlus Participants

CertificatePlus Participants

Palo Alto
New Student Orientation
What Is The Learning Experience?
• Current # of team members **actively enrolled** - 25.

• Current # of team members who earned the **Resilience Badge** - 21.

• Recruitment of an additional 25 team members **starts week of Feb. 3.**

• Cohort 2 starts **Feb. 28.**

• All team members actively enrolled are able to complete the modules **on their own with minimal help.**

• Feedback from team members and their managers has been **positive!**
Team Member Highlights:

• “I am learning so much from this module. I have learned how to prepare myself before I start to work at my station, by getting everything I need to start with so I can just put out my production, and meet my goal.”

• “I particularly loved this module. At any level of understanding or learning I think these strategies are invaluable for attaining personal and professional success.”

• “The Skill Booster gives me confidence taking online classes. It's really easy to understand.”
Manager Highlights:

After the Resilience training, 11 managers responding to our post survey said:

- **82%** of the team members were Role Models or Capable and Effective, up from **47%** prior to the training.

- **28%** rated the productivity levels of team members at Very High, up from **11%** prior to the training.

- “[Team Member] struggles with social skills preventing her from being a candidate for an entry level supervisory position. We are working on this with her LSC. SkillsBooster has helped her in her performance.”

- “I have noticed him gaining confidence. He is a little timid by nature, however he seems much more self-assured. I like it -- he's doing great things for Goodwill and has a bright future.”
Certificate
Plus
Current
Status

- **19** Team members passed first class in Logistics Management + obtained Collaboration Digital Badge
- **86%** Pass rate compared to Palo Alto pass rate **85%**
- **16** Team members taking second class in Logistics Management
- **1** Team member moving to Business Management
- **19** Team members starting in Spring 2020 cohort
  - **9** Logistics Management
  - **9** Business Management
  - **1** Computer Support Specialist
Team Member Highlights:

- **100% strongly agreed or agreed** (of the 18 team members who responded to the post course survey) the experience will help them achieve their goals.
  - “I think in the long-term the impact a certificate plus is going to be **phenomenal** for the participants and for Goodwill.”

- **94% strongly agreed or agreed** the course increased their collaboration skills.
Manager Highlights:

After completing Supervision with Collaboration badge, 14 managers responding to our post survey said:

- **71%** strongly agreed the team member is confident about their ability to succeed in earning the certificate, **up from 42%** prior to the training.

- **57%** strongly agreed the team member has sufficient collaboration skills to perform well in their current role - including ability to focus on solutions, actively listen, consider diverse perspectives, and strengthen relationships to get things done, **up from 29%** prior to the training.

- **64%** rated the productivity of the team member very high, **up from 25%** prior to the training.
Goodwill Managers are challenged by...

- Negotiating time off the floor and adjusting work schedules
- Variability of team members’ education level
- Variability of support needed
- Long-standing tuition reimbursement policies

Goodwill Team Members are challenged by...

- Access to adequate computing and other college resources
- Time management
What do our partners at Alamo Colleges say?

• Employer and College support helps more learners when design work aligns services.

• Partnerships with the employers have to be forged one at a time. Each partner has different needs.

• District focused on solutions that can scale to serve a maximum number of employees.

• Micro-credentials and the 21st century skills badges provided as college-level, online courseware validate employees’ confidence, abilities to learn and enhanced digital literacy skills.
What’s Next?

• This UpskillSA initiative has jumpstarted our whole upskilling strategy.

• We see a continued sustainment and even increase in the “culture of learning” that we started last year.

• We believe this will lead to many other pathway stacks and on-ramps to further education.

• Our team members are building their confidence.

• Managers are seeing increased business results.

• We have created a Logistics job shadowing opportunity for Certificate Plus participants.

• Our process has translated to other training and development initiatives.
Our Top Tips and Tricks for Successful Employer/College Partnerships

• Ask employees about what they want before creating it.
• Get employer Executive Staff buy-in.
• Create a Memorandum of Understanding, outlining specific roles and responsibilities.
• Outline data sharing agreements and expectations.
• Map the student / employee experience, including times where college and employer services overlap.
• Conduct employee and manager information sessions so that everyone understands the pathway from beginning to end.
• Ensure the employer has a dedicated project/program manager.
Coming soon... Our new platform to make learning visible.

And we’re starting with our 21st century skill digital badges!
Seamless System Integration

Employer-backed Assessments

Track Learner Engagement

Earn a Facilitator Training Badge

Sign up for updates on the launch!
eddesignlab.org/vsbl
For more information, please contact us at upskill@eddesignlab.org.