



Career EXCErate | Wisconsin

Personalized Job Training and Support Services to Transform Lives

A collaborative program from Goodwill NCW, FVTC and Rawhide



Career Educational Pathway Retail

Description

In this course, you'll learn important skills needed to succeed in retail jobs. We'll cover the basics of retail, from understanding how stores operate to learning the best ways to help customers. You'll practice key communication skills and learn how to solve common challenges that come up in retail settings. Through hands-on activities, you'll gain confidence, develop a positive attitude, and learn about emotional intelligence, which can help you work well with customers and team members. By the end of the course, you'll be ready to take on entry-level retail jobs and create great customer experiences.

Learning Objectives:

- Understand the basics of retail
- Deliver great customer service
- Develop critical thinking and problem-solving skills
- Master task prioritization
- Enhance effective communication
- Recognize the power of positivity with customers
- Apply emotional intelligence in retail

Who Should be in this Program

Individuals who enjoy interacting with customers, have an interest in learning how retail stores operate, and are eager to develop strong communication and problem-solving skills would be good candidates for this program. Success in a retail career requires a positive attitude, the ability to work well as part of a team, and a commitment to providing excellent customer service. This pathway is ideal for those who are motivated to create great shopping experiences while building valuable workplace skills.



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Program

Foundations of Retail Excellence

40 Hours | January 2025 | 1 Course Cohort | 47-104-459

Class Schedule

Foundations of Retail Excellence

Instructor: Yvonne DeGroot

Term: Spring 2025

Class Schedule below:

Date	Time	Instructor	Location
Wednesday, Jan. 29, 2025	8:00 am - 4:30 pm <i>(1/2 hour for lunch)</i>	Yvonne DeGroot	Goodwill, Darboy
Wednesday, Feb. 5, 2025	8:00 am - 4:30 pm <i>(1/2 hour for lunch)</i>	Yvonne DeGroot	Goodwill, Darboy
Wednesday, Feb. 12, 2025	8:00 am - 4:30 pm <i>(1/2 hour for lunch)</i>	TBD	Goodwill, Darboy
Wednesday, Feb. 19, 2025	8:00 am - 4:30 pm <i>(1/2 hour for lunch)</i>	Yvonne DeGroot	Goodwill, Darboy
Wednesday, Feb. 26, 2025	8:00 am - 4:30 pm <i>(1/2 hour for lunch)</i>	Yvonne DeGroot	Goodwill, Darboy



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To get started, visit careerEXCEratewi.org,
or call or text: 920-204-7002



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