

## **WORKSHOP SESSION 1**

10:00 AM – 11:00 AM

### **DONATION PROCUREMENT**

Store leaders are busy and wear many hats; successful donor outreach only adds additional work to the long list of to-do items. Finding a balance between supporting store operations and continuing to grow donor partnerships is essential to successful growth strategies. In this session we will discuss engagement strategies, partnership opportunities, and time management tips to support working to build ongoing giving partnerships with businesses in their geographic service area.

Learning objectives: After engaging with this course, attendees will be able to...

1. Participants will be able to identify a current market challenge that is preventing proper time allotment to donation outreach.
2. Participants will be able to apply two strategies to provide a pre-determined amount of time to dedicate to donation outreach.
3. Participants will have adapted their own elevator speech to use when meeting a potential business donor.
4. Participants will be able to identify one time management challenge that is impacting their ability to dedicate time to asking for donations.
5. Participants will be able to list three reasons why a business donor would want to donate to Habitat for Humanity.

## **WORKSHOP SESSION 2**

11:00 AM – 12:00 PM

### **DRIVER SAFETY**

An overview of how to develop safe driving practices.

Course covers:

- (1) Best Practices related to safe vehicle operations and
- (2) Time Management Practices to support safe vehicle operations.

## **WORKSHOP SESSION 3**

2:00 PM – 3:00 PM

### **RECRUITING, TRAINING, AND RETAINING TEAM MEMBERS**

Building strong qualified teams is harder now than ever for Habitat ReStores. This session will include innovative ways to recruit, train and retain a diverse, talented team for store operations. Participants will share best practices for the employee life cycle – including creating job descriptions, hosting team training events and establishing onboarding practices.

Learning objectives: After engaging with this course, attendees will be able to...

1. Participants will have confidence that they are creating a culture that is welcoming and well received by new hires.
2. Participants will be able to implement two new approaches to your current hiring process.
3. Participants will be able to share why retention is important and well worth your time.

## **WORKSHOP SESSION 4**

3:00 PM – 4:00 PM

### **TOP 5 CLAIMS AND HOW TO PREVENT THEM**

An hour-long course overview of the top 5 insurance claims and how to prevent them.