



Success Story: Building Blocks Mentoring Program

Upskilling for the Modern Workplace:

How a Nonprofit Bridges the Skills Gap With GoSkills

"I have my learners start with the Customer Service and Leadership Training courses on GoSkills. A lot of them aren't really computer-savvy, so I see GoSkills as a way to ease them into it. The platform is so simple to use that they get comfortable with a laptop pretty quickly. And the instructors? They're amazing. Learners feel like they're right there with them."



Tierre Wright
Program Director at Building Blocks Mentoring Program (BBMP)

Since 2009, Building Blocks Mentoring Program (BBMP) has been a pillar of support for at-risk youth and vulnerable community members, helping them navigate the path to academic success, personal growth, and career readiness. Through college application assistance, resume building, financial literacy training, and job placement support, BBMP equips individuals with the skills they need to shape a brighter future.

For Tierre Wright, BBMP's Program Director, the journey with GoSkills started long before he introduced it to the organization. While working at the Washington Metropolitan Area Transit Authority (WMATA), he discovered GoSkills and used it to sharpen his technical and communication skills.

"GoSkills helped me become tech-savvy and a public speaker," he recalls. Recognizing the platform's potential, he saw an opportunity to bring its benefits to BBMP's learners — many of whom struggled with digital literacy and workplace readiness.

In 2021, BBMP officially partnered with GoSkills to provide structured, engaging, and accessible online training tailored to its learners' needs. The impact has been profound. Today, BBMP has **212 active learners, a 92% course completion rate, and over 535 certifications earned.**

Beyond the numbers, success lies in the personal transformations of learners like Andrew Pendleton and Lorraine Moore. Let's explore their journeys and how GoSkills helped them gain the skills and confidence to take the next step in their careers.

About BBMP



Industry
Nonprofit

Location
Memphis and
Washington D.C.

Learning Solutions

01 GoSkills Learning Management System (LMS)

02 GoSkills Course Builder

03 GoSkills Course Library

The challenges

The skills gap remains a pressing challenge. According to Springboard's 2024 State of the Workforce Skills Gap, over **70% of employers acknowledge experiencing this gap**. However, addressing it comes with its own set of obstacles, particularly when training individuals from different backgrounds and age groups.

BBMP learners, many of whom have had limited access to upskilling opportunities, faced key challenges when preparing for the workforce:

- **Lack of job-readiness skills:** Many learners needed foundational training in business-relevant skills such as customer service, leadership, Excel, and Microsoft Office.
- **Low confidence in navigating e-learning:** The transition to digital learning was intimidating for learners unfamiliar with technology.

These two challenges were reflected in the experiences of Lorraine Moore and Andre Pendleton, two BBMP learners who embarked on different learning journeys to overcome these barriers.

Upskilling Lorraine Moore

After retiring from the United States Postal Service in 2012 to focus on family responsibilities, Lorraine Moore found herself ready to re-enter the workforce. However, she quickly realized the job landscape had evolved significantly, with new technologies reshaping workplace expectations.

Looking to update her skills, Lorraine discovered BBMP through a friend and enrolled in the job-readiness program in December 2023. While she had years of experience in customer service and leadership, she recognized gaps in her technical skills that could impact her job prospects. Adjusting to online learning was a new experience, adding to the challenge of acquiring relevant digital skills for today's workforce.

Retraining Andre Pendleton

Andre Pendleton had a background in criminal justice and had recently been accepted into Georgetown University's Paralegal Program when he realized he lacked the technical skills needed for modern legal work. While he had the legal knowledge, he was unfamiliar with the digital tools commonly used in professional environments.

A conversation with Tierre helped Andre identify this gap. He quickly recognized that learning to navigate an online learning platform and gaining proficiency in office applications would be crucial for both his studies and career.

To overcome these barriers, BBMP needed a training solution that was **accessible, engaging, and adaptable** to its learners' diverse needs. **Tierre Wright found that solution in GoSkills.**



The solution

GoSkills provided BBMP with an intuitive, AI-powered learning platform designed to make the learning experience rich, personalized, and engaging. Key features that contributed to BBMP's success include:

- **Bite-sized courses** for better retention
- **Quizzes and gamification** to reinforce learning
- **Personalized learning paths** for relevance
- **Certificates** to keep learners motivated
- **Real-time analytics** to track progress

1 Bite-sized courses for better retention

GoSkills courses feature bite-sized lessons, typically **3 to 6 minutes long**, each covering a single topic. This structured approach minimizes cognitive overload, making it easier for learners to absorb and retain information. As Tierre put it, the lessons are ***“not too long, not too short, but just enough knowledge to keep you engaged.”***

This format allows learners to resume learning seamlessly, making microlearning an effective tool for just-in-time learning — providing quick refreshers and immediate problem-solving aids whenever needed.

“The way things are broken down into shorter lessons helps you build confidence as you progress. Additionally, being able to revisit material and navigate the content independently extends the program’s usefulness as a resource. It’s like developing your own personal library of information that you can access whenever needed.”

Andre Pendleton
BBMP learner



For BBMP learners with limited digital experience, this structure has been particularly impactful, offering a gradual and accessible introduction to online learning and helping them build confidence in both the platform and their skills.

2 Quizzes and gamification to reinforce learning

Quizzes play a crucial role in knowledge retention, reinforcing key concepts and helping learners identify areas for improvement. For BBMP learners, successfully completing quizzes became a motivating milestone, encouraging them to stay engaged and progress through their courses.

Gamification elements, such as earning coins and status, further enhanced the learning experience by making it more interactive and rewarding. Learners collect GoSkills coins by reaching milestones like completing lessons, achieving perfect quiz scores, and maintaining or increasing daily learning streaks.

"I'm more focused on the coins I earned than on the time I spent learning."

Lorraine Moore
BBMP learner

Current level

Diamond

8,905

Woohoo! You have reached the tier!
You are the very best, like no one was 🎵

Current streak

1

Day

Come back tomorrow and you collect 50 more coins. Your longest streak was 7 days.

Leaderboard

1		Missi Riggins	22,060 coins
2		Claudia Buckley	20,555 coins
3		Melissa Riggins	17,950 coins
4		Kat Mager	9,440 coins
6		María Fernanda...	8,905 coins

Learners enjoy a fun, engaging experience with time-tracking goals, daily streaks, GoSkills coins, and leaderboards. Organizations can customize rewards for different status tiers.

3

Personalized learning paths for relevance

BBMP learners start with two foundational courses — Customer Service and Leadership Training — designed to build essential workplace skills while familiarizing them with the platform. From there, Tierre conducts one-on-one conversations to understand each learner’s career goals. Based on these discussions and the skills required for their desired roles, he curates personalized learning paths by selecting relevant GoSkills courses to bridge specific skill gaps.

By leveraging key platform features — **learning paths, assignments, and teams** — Tierre further tailors training by grouping learners, assigning targeted content, and structuring courses into logical, engaging sequences that align with their professional aspirations.

The flexibility of this model has led to significant results. For instance, Lorraine Moore **dedicated 73 hours to learning over six months**, averaging three hours per week — well above the industry average of one hour per week, as reported in Training Magazine’s 2023 Industry Report.

Beyond assigned courses, BBMP encourages learners to take ownership of their development by exploring additional courses from the GoSkills library that align with their personal and professional interests. As a [learning experience platform \(LXP\)](#), GoSkills enhances this journey with two AI-powered innovations:

- **The course recommender** suggests learning opportunities based on each learner's interests and prior activity, helping them start quickly while also boosting course completion rates by recommending relevant content.
- **The AI tutor** provides real-time learning support, answering questions and guiding learners through course content and structure.



Essential Office Tools

Learning path: 3 courses

Estimated study time: 56h

Due date: October 31, 2024 at 11:59pm

0%

Start

Welcome to the **Essential Office Tools** learning path! 📅✍️

By the end of this training, you'll have the skills to navigate and master key tools like Microsoft Excel, PowerPoint, and Outlook. You'll be able to analyze data, create engaging presentations, and manage your emails, calendar, and tasks with ease. This learning path is designed to help you hit the ground running, making your day-to-day tasks more efficient and setting you up for success in your new role.

Courses

1

Microsoft Excel 365 - Basic & Advanced
🕒 26h (61 lessons)

0%

Start course

2

Microsoft Outlook 365
🕒 22h (46 lessons)

0%

LOCKED

Learning path requirements

This controls what learners must do for their learning path to be marked as completed.

Complete courses in order ☒

Who do you want to assign this course to?

**Everyone**
All learners in your organization will be assigned this course

**Specific teams**
Only learners within certain teams will be assigned the course

**Individual learners**
Only select learners will be assigned the course

Continue

Learning paths guide learners step by step in building skills. Administrators can select courses, set conditions, and assign them to individuals, teams, or the entire organization.

4

Certificates to keep learners motivated

While gaining practical knowledge might be a learner's primary goal, tangible proof of achievement plays a crucial role in motivation. Certificates provide a sense of pride and accomplishment, encouraging learners to continue their education. They also serve as valuable credentials, helping learners showcase their skills and dedication to potential employers.

"I love when I get a certification, and one thing that motivates me is to see my score. That way, I'm always pushing myself to score high."

Tierre Wright
Program Director at BBMP



For many learners, earning their first certification is a pivotal moment, sparking the confidence and drive to pursue additional courses. Since test scores are displayed on the certificate, learners feel an added incentive to complete their training and excel in their assessments. Tierre has observed that this culture of achievement fosters **timely course completion** and creates an environment of **shared success**.

"Whoever earns that first certification sets the tone for the whole class. Everyone else wants to share in the celebration and excitement."

Tierre Wright
Program Director at BBMP



This healthy sense of competition, combined with a supportive learning atmosphere, motivates learners to strive for higher achievements, continuously refine their skills, and remain engaged in their professional growth.

5

Real-time analytics to track progress

Effective progress measurement is crucial for the success of any upskilling program, and **GoSkills' real-time tracking and comprehensive reporting features** provide Tierre with valuable insights into learner engagement, assignment completion, and overall accountability.

"I can check and see what you're doing. So, if I send out a homework assignment, I can go in at night and look into the GoSkills system to see if you really did what you were supposed to do that night. And that's a big thing that I love about GoSkills. It helps me a lot."

Tierre Wright
Program Director at BBMP



The GoSkills LMS equips administrators with a range of reporting tools, including **Performance, Learner, Teams, and Courses reports**, allowing them to assess progress from multiple angles and drill down into lesson-level insights.

Beyond quantitative metrics, **customizable feedback forms** enable administrators to gather qualitative insights, helping them continuously refine and improve the learning experience based on learner needs.

Learners report

Learners report

Export report

Filter by name or email

Jan 1, 2024 - Dec 31, 2024

Learner status 2

Course status 2

Libraries 2

Teams

Reset filters

60 learners

Summary information

From Jan 1, 2024 - Dec 31, 2024

45

Learners in progress

30

Learners completed

37

Total certificates earned

146h

Total time spent learning

36,040

Total coins earned

Active learners

From Jan 1, 2024 - Dec 31, 2024

Jan '24

Feb '24

Mar '24

Apr '24

May '24

Jun '24

Jul '24

Aug '24

Sep '24

Oct '24

Nov '24

Dec '24

There have been 36 active learners

Gamification stats

All time

View report

Topaz

23 learners

Ruby

19 learners

Edit form

CONTENT

SETTINGS

Intro screen

Please complete this form. We apprec...

Outro screen

Thank you for your feedback!

Questions

1. Out of 5 stars, how would you ...

Choice

Multiple choice

Multiple select

Yes or no

Ranking & rating

Opinion scale

Ranking

Rating

Input

Text

Rating

Required

QUESTION 1 OF 1

Out of 5 stars, how would you rate this course?

☆

☆

☆

☆

☆

Next

Customizable feedback forms

Administrators can easily track learner progress, team performance, and course effectiveness with comprehensive reports and customizable feedback forms.

However, Tierre doesn't rely solely on LMS data to measure progress. He actively checks in with learners, ensuring their training translates into real-world success — following up after job interviews and tracking their career advancements.

This combination of analytics and mentorship plays a pivotal role in not just helping learners achieve training milestones but also in supporting their long-term career growth.

The power of mentorship and community

For BBMP learners, training is more than just acquiring new skills — it's about having the right support system to help them navigate their learning journey. As BBMP's program director, **Tierre Wright is more than an instructor; he's a mentor, motivator, and champion for each learner's success.**

From day one, Tierre takes a personalized approach, engaging in one-on-one conversations with learners to understand their aspirations. *"What do you want to be in life? What type of career do you want to have?"* he asks, helping them define their goals and chart a clear path toward achieving them.

His mentorship has had a profound impact. Lorraine describes how his support made all the difference:

"Tierre was exceptional in assisting and directing us. He made sure we were equipped with the right tools and was always checking on us. He constantly asked how we were doing, and we received so much encouragement from him. Every time we earned a certification, he would celebrate with us, take a picture, and share it. That made an awesome difference."

Lorraine Moore
BBMP learner

But mentorship at BBMP doesn't stop with Tierre. A strong learning community has emerged, where learners uplift and support each other. Groups of learners meet in public spaces like libraries and coffee shops, turning learning into a shared experience rather than a solitary task.

This **culture of peer support** allows learners to move at their own pace without feeling pressured or isolated. Instead of competition, they experience collaboration, encouragement, and collective growth. ***"I felt I was coming into a family. We're all in it together,"*** highlights Lorraine.

By combining strong mentorship with a thriving learning community, BBMP has created an environment where learners not only develop skills but also build confidence, form connections, and stay inspired to continue growing.

The results

Since integrating GoSkills into its training program, BBMP has achieved outstanding results, demonstrating both strong engagement and skill development among learners:

1. High course completion and engagement rates. With 212 active learners, the program boasts a course completion rate of 92%, with 97 courses completed out of 105 started. This higher-than-average completion rate has remained consistent through the years: 89% in 2023 and 81% in 2024. Learners have collectively earned 535 certificates and have spent a total of 1,667 hours on learning activities.

2. Just-in-time learning. Beyond completion rates, BBMP's success is measured by how learners apply their skills in real-world scenarios. While traditional metrics like course completion are valuable, some learners prioritize acquiring skills over finishing entire courses — leveraging a just-in-time learning approach to develop expertise as needed.

Andre Pendleton exemplifies this skills-first approach. After completing Georgetown's Paralegal Studies Program, he secured a role as an Advocacy Specialist. To manage his responsibilities effectively, he regularly revisits Microsoft Excel and Outlook courses on GoSkills — using lessons to learn, refresh, and apply knowledge in real time without necessarily completing the full course.

3. Career outcomes. BBMP learners have successfully used their new skills to secure job opportunities, including:

- **Re-entering the workforce** after extended career breaks.
- **Transitioning into full-time roles** by leveraging the practical skills gained through training.
- **Overcoming challenges** such as outdated skills and limited digital proficiency, proving the effectiveness of BBMP's training approach.

These results highlight BBMP's commitment to skill development, ensuring that learners don't just complete courses — they gain the knowledge, confidence, and opportunities they need to succeed.



Key takeaways

BBMP's success with GoSkills offers valuable lessons for non-profits and organizations across sectors looking to bridge the skills gap and create impactful learning experiences:



Start with essential skills to build confidence: Learning something new can be overwhelming — especially for those who feel out of touch with technology. By starting with foundational courses like Customer Service and Leadership Training, BBMP gives learners a strong starting point, helping them build job-relevant skills while getting comfortable with the platform. For learners who are non-tech-savvy or re-entering the workforce, this first step makes all the difference.



Personalize the learning experience and keep it flexible: Everyone learns differently. That's why a mix of structured learning paths and learner-driven choices creates the best experience. Targeted assignments fill specific skill gaps, while the freedom to explore additional content keeps learners engaged. AI-powered recommendations take it a step further, helping learners discover relevant courses that align with their personal and professional goals — all while making training more efficient for organizations.



Learning is better with a mentor and a community: No one learns in isolation. A mentor can encourage, guide, and hold learners accountable, while a supportive community makes the journey more engaging. Tierre's one-on-one mentorship helped learners gain clarity, stay motivated, and take real steps toward their careers. Meanwhile, study groups and shared learning spaces gave BBMP learners a place to connect, support each other, and grow together.

These strategies prove that effective learning isn't just about checking off completed courses but about transformation. It's about giving learners the confidence to take the next step, creating a learning journey that feels meaningful, and building a community where growth is encouraged and celebrated. **When learning is personal, flexible, and supported, it doesn't just shape careers — it changes lives.**

Interested in how GoSkills could support your training goals? [Reach out](#) to our team or [create a free account](#) to explore the platform and see what it can do for you.