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GET SMART!
HOW TO SET—AND ACHIEVE—
YOUR SMART GOALS

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T-WHIZ ON THE RISE
HOW ONE WALMART RAP STAR
IS REACHING FOR THE TOP



World

#SPARKGOALS
ISSUE 526 // SPRING 2020

f @ W I
@WALMARTWORLD



8

HR superstar Trina Grier has the tips and advice you need to meet your career goals this year. >>>

EXCLUSIVE!

JOHN FURNER
THE NEW PRESIDENT AND
CEO OF WALMART U.S.
SHARES HIS VISION

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PLUS

ANNIVERSARIES

WE HONOR LONG-SERVING ASSOCIATES | 58



WHAT'S YOUR VISION?

- Is it to be a market manager?
- Maybe it's to have the best Online Grocery Pickup & Delivery department in the region?
- Or perhaps you want to be a better listener?



USE THIS SPACE TO INCORPORATE IMAGES OR WORDS THAT REPRESENT YOUR OWN #SPARKGOALS.



CAPITAL ISN'T SCARCE; VISION IS.

Sam Walton

Turn to Page 4 to start learning about SMART goals. →

Hello, fellow associates.



JOHN FURNER, PRESIDENT AND CEO, WALMART U.S.

a note from

JOHN

I always look forward to setting goals this time of year.

It's a time for a fresh start. And speaking of a fresh start, when I set goals, I often think back to 2013, when I went to work for Walmart China.

Starting a new job in a new place can be overwhelming, especially when it means getting a whole family into a new routine. We had to adjust to different languages, different holidays, different laws, and very different time zones from our relatives and friends.

I knew I had important work to do, but it was hard to set professional goals when I was constantly faced with the surprises and challenges that come from being in a different business, society, and culture.

Then one day it occurred to me that my role had a clear start date *and* a clear end date, too. I had always been in roles for the company where I was unsure how long they would last. So I had often set goals without

a clear timeline. But in this situation, as an expat, I knew I would be in China for three years, and then I'd be moving back to the States.

I realized that while I couldn't control everything ahead of me, I could try to leave things in a better place than I found them.

So I stopped thinking about what I could personally accomplish and started thinking instead about how I could empower the people who would be in China long after me. I set goals that had to be completed either within a year or before I left the country.

I approached things the same way in 2017, when I became CEO of Sam's Club: I set goals for the business with a clear completion date on them. And it's the same way I'm approaching the new challenge I just began.

This year I want us to make real progress preparing our associates to be ready to

serve customers in whatever way they wish to be served. Whether a customer wants to shop in a store, online, or through Pickup—or have something delivered from a store—we need to be there for them.

Our company was built to endure and thrive in all conditions.

We should be proud of what we've accomplished but also be ready to change as our customers change and never take any level of success for granted.

And we should always think about what we're doing in the context of building long-term relationships with each other.

Today it's my turn to lead our U.S. associates, but one day another associate will get the chance. So I want to leave things in an even better place than I found them.



Scan here to check out John's podcast, *The Huddle With John Furner*, on OneWalmart. Then, follow him on LinkedIn or on Instagram @Furner.



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WHY HE PASSED ON A JOB AT THE HOME OFFICE



Don't be scared to go after something that's completely unexpected. If you haven't tried it, how do you know?

REED RIEWALDT
Store Manager
Neighborhood Market 3178
Gresham, Ore.
"Duck, Duck, Sales"



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STORE FIXING IS HER JOB



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4 KEYS TO WINNING OVER A COMMUNITY



#SparkGoals

Set Your SMART Goals!

SMART goals are an efficient way to make a plan. Here's what they are and how you can set some for yourself.

Specific

Identify exactly what it is you want to achieve and what that means for your overall goal.

Measurable

Put a system in place to determine your success. Maybe that's a daily progress journal or clearly defined checkpoints on your way to your final goal. The system of measurement should make sense for your goal.

Attainable

Determine if your goal is something you can truly accomplish. If your goal isn't attainable, it's doomed from the start. Also, take stock of the tools at your disposal that can help you reach your goal.

Realistic

Look at systems or ideas that are already in place. What works for other people? What could you do to make your goal more realistic? By identifying this, you can really focus on achieving your goal as efficiently as possible.

Time-Bound

Be honest and clear about the time you need to achieve your goal. You don't want to end up blindsided by the logistics of a goal that felt simple to begin with.

Use this hashtag and tag [@WalmartWorld](#) (or direct-message us) to tell us all about your goals: the ones you've achieved and the ones you're still working toward.

By establishing a SMART goal, you can achieve everything you've set your mind to without getting lost in the details.

33%

Increase in likelihood that people who put goals in writing will achieve them, versus people who don't write down their goals.

Source: [psychologytoday.com](#)

69%

Percentage of employees who agree that they're more engaged in their work when their manager helps them set performance goals.

Source: [gallup.com](#)

65%

Percentage of people likely to meet a goal after sharing it with other people. And regularly speaking to others about progress increases the chance of success to 95%.

Source: [entrepreneur.com](#)

"I believe in always having goals and always setting them high. I can certainly tell you that the folks at Walmart have always had goals in front of them."

Sam Walton

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If your store, facility, or office needs more copies of the magazine, send a direct message to [@WalmartWorld](#) on Instagram or Workplace.

THE PATH to SUCCESS

As a high school wrestling coach, **Jeremy Baxter** knows about setting and achieving goals. “My kids would tell me their goal was to win the state championship,” he says. “That’s a great goal, but I told them what they need to do is master the position they’re in now. Work hard where you’re at and learn it 100%. That way, when there’s an opportunity put in front of you, you’re ready to move forward.”

This approach has also defined his career at Walmart. Here’s the path he’s traveling to learn as much as he can about running a store and how retail works, readying himself to succeed in the #SparkGoals he set.

THE BEGINNING: DEFINING YOUR GOAL

Jeremy started out as an unloader. “I saw there were things that could be done differently that would make big improvements in our productivity,” he says. “But I knew I wouldn’t be able to implement those changes unless I was in charge.”

So Jeremy set a goal: **to be in charge.**

CAP2 -> APM: FOCUSING ON LEARNING

Thanks to his diligence and hard work, Jeremy was promoted to CAP2 supervisor, starting his journey upward. Once he felt he’d mastered that role, he set a goal to become an asset protection manager. Jeremy interviewed for the position eight times. “I knew I had some good ideas, and eventually my persistence paid off,” he says.

As APM, Jeremy was able to reduce shrink by learning the ins and outs of different parts of the store. “The majority of our shrink used to come through daily processes in the backroom, so I decided I needed to understand the processes going on in the store to find out where losses were coming from. If I didn’t know what was happening in an area, I went there to learn it.”

APM -> CO-MANAGER: INNOVATING AND LEADING

Jeremy’s success propelled him to a co-manager position. “I had the opportunity to work at the largest store in our region, which was a great learning opportunity,” Jeremy says. “They had such high volume that you really had to focus on efficiency to keep things running successfully.”

He helped the meat department cut their pallet breakdown time in half by implementing a new method for processing the meat pallets—left to right rather than by product. The new solution gave the team time to follow through with labeling and the One Best Way routines that had fallen through the cracks before.

CO-MANAGER -> STORE MANAGER: ACHIEVING THE GOAL

Throughout his career, Jeremy has constantly been moving forward, and now that he’s reached his goal of becoming a store manager, that’s not about to stop.

“My goal now is to make this store the best it can be, and then I’ll work on my next step, possibly a bigger store. I am always looking for a chance to make a big impact.”



JEREMY BAXTER

JOB TITLE
Store Manager

STORE
2469 | Longview, Wash.

Find [@CoachJeremy2010](#) on Instagram and follow him on his path.





Skill Builder

WANT TO ADVANCE YOUR CAREER? THIS HR EXPERT RECOMMENDS THAT YOU BE WILLING TO LEARN AND DEVELOP NEW SKILLS AND ASK FOR FEEDBACK.

When **Trina Grier** realized she wanted to work in human resources (HR), she put herself on a path leading to that career. But she was conscious of making sure she was developing the skills she'd need when she achieved her goal.

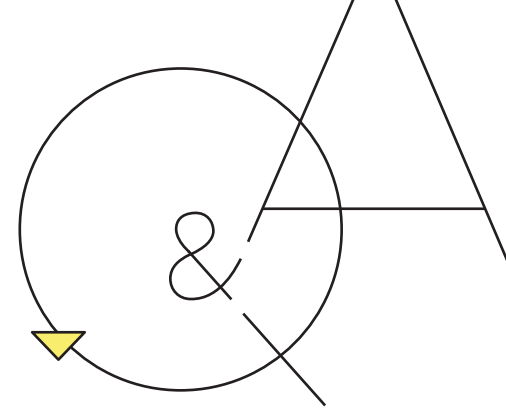
"I attended trainings and events to make sure that my heart wasn't leading me down a path where I didn't have some sort of a skill set," she says. "When the opportunity presented itself and the time was right, I was able to transition over into the HR world."

That mix of ambition and desire to learn has helped Trina during her many years in HR. She's most passionate about associate engagement, training and development, building relationships, diversity and inclusion, and overall leadership.

TRINA GRIER

JOB TITLE
Regional Human Resource Director, Region 6

OFFICE
Houston, Texas



HERE, SHE SHARES HER TIPS FOR DEVELOPING THE SKILLS YOU'LL NEED TO START DOWN A NEW PATH.

What should you do before seeking a promotion or new career?

As an HR professional, I ask, "How can I help you build skills? What do you want to do? How can we help you?"

The person seeking something new needs to consider, "Why am I seeking this? Am I looking for a title? A career? Am I really trying to learn something totally different from what I'm doing, and I have no experience in it?"

What are some ways you develop new skills?

I subscribe to professional newsletters and read the articles to make sure I understand what's happening in the HR industry.

For example, I subscribe to several HR professional podcasts to hear what others are doing. I also joined several HR networks to meet people and to hear those things that I may not be practicing in my role. I don't ever want to just lose sight of what I need to stay sharp about.

Do you let your managers know if you're interested in other areas?

Every leader that I've had has always supported personal development.

We all might have a lifespan in one job, but if you allow someone to keep picking up different skill sets or at least become more knowledgeable, they could become much better for the company.

What's your advice to those who don't get that opportunity or promotion they hoped for?

The first thing I tell them to do is to follow up with those hiring managers. And this is advice that I use for myself as well. If I was ruled out, I ask for a follow-up conversation, ask for specific feedback. Ask, "What can I do better?"

If you find out that it's a skill issue, how do you find a mentor with that skill set? What can you read? Is it a subject and skill you can learn?

What if someone asks for a follow-up, but that request is declined or ignored?

Once the position is filled, and a person is named for the role that you were interested in, I'd give them a call or shoot them an email. Ask them about their experience or background because you're interested in that type of role. You can at least understand the background and experience that got them the seat that you wanted.



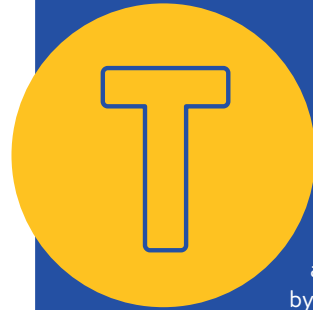
Follow Trina on LinkedIn for more!

GOLDEN OPPORTUNITY



Tina shows off the “golden truck” award, won by her OGP & D department.

HER #SPARKGOALS TO RUN THE BEST OGP & DELIVERY DEPARTMENT EARNED HER TEAM ACCOLADES AND MADE HER A STORE STAR. FIND OUT HOW TINA DID IT.



he “golden truck” award: It’s given by Walmart to the Online Grocery Pickup & Delivery department with the best sales, wait time, and customer satisfaction score combined in each region.

The team at Store 599 has one. And winning it was the fulfillment of a goal set by **Tina Gamble** to have one of the best Pickup & Delivery departments in the nation. It wasn’t easy, though.

“I remember when we first opened, I would think that 30 online pickups were a lot,” she says. “Now we have 160 orders at 10 in the morning, so it’s a big change from when we first opened up. Now, 120 would be a very slow day.”

Here, Tina shares how she made her department associates into award-winning Pickup superstars.

Connect With Customers

“We brought up our sales by giving our customers a memorable experience. We made sure to use their names, be friendly, and always ask them to complete the survey.”

Get It Right Every Time

“More than anything, we valued consistency. It doesn’t matter if you can do it right once—it matters if you can do it right every day.”

Work as a Team

“Everyone works together; they do what needs to be done so it doesn’t pile up on someone else. We’ve got plenty of people who stay over to make sure they don’t leave their teammates struggling, because we want to make sure we’re helping each other out.”

Find Your Inspiration

“My daughter is definitely my biggest motivator. She knows the ins and outs of my job—as much as a 6-year-old can understand, that is. But she loves it. She always tells me that she’s going to come work here and be in online grocery. It makes me feel like I’m doing something right; the fact that she is looking up means that what I’m doing is the coolest thing ever.”



TODD COLEMAN

JOB TITLE
Assistant Manager

STORE
599 | Kingsport, Tenn.

TINA GAMBLE

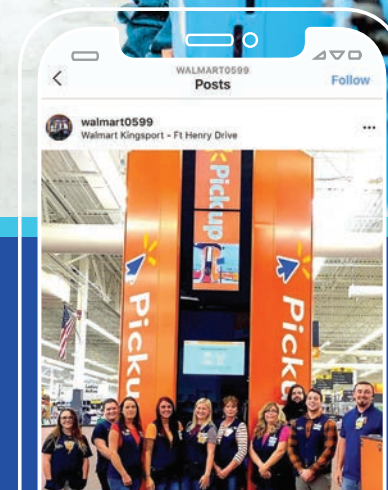
JOB TITLE
Department Manager,
OGP & Delivery

STORE
599 | Kingsport, Tenn.



More than anything, we valued consistency. It doesn’t matter if you can do it right once, it matters if you can do it right every day.

TINA GAMBLE



 Follow the team @Walmart0599 on Instagram.

This Store Is TAKING ORDERS

Inside Store 4177 in the Chicago suburb of Lincolnwood, Ill., you won't find a single customer. That's by design. The Walmart Lincolnwood Pickup Point is one of two Pickup & Delivery-only locations in the U.S., offering the convenience of online ordering, as well as curbside or at-home delivery. But associates there still make it a goal to be a part of the community.

"Lincolnwood and the surrounding area is a very diverse community, so we want to make sure we're meeting everybody's needs," says Store Manager **Nicole Olson**.

Here's how associates at the store have met their goal of making it a true neighborhood market.

This eCommerce store's **#SparkGoals** include being a neighborhood store for customers who'll never set foot inside—and delivering for every customer.



Service Beyond Listening

Aside from those who deliver orders to cars, Store 4177 associates don't directly interact with customers. So they rely on technology to get to know the people they're serving. They use insights from analyzing customers' online experiences to find out what those customers are looking for. "It gives us a little more flexibility over brick-and-mortar stores to address those needs," says **Joshua Chaney**, regional eCommerce director.



Making the Kosher Connection

"We're a very diverse store, so we make sure that we provide customers with what they need, whether that's Mediterranean, Asian, Hispanic, or kosher foods," says Nicole. A rabbi reviewed protocols for kosher food storage and bagging and trained associates so they could meet requirements of Jewish kosher law. He also suggested keeping a schedule of items to stock around the time of religious holidays, such as matzo balls and gefilte fish at Passover.



Rethinking Alcohol

The Walmart Lincolnwood Pickup Point can offer a larger assortment of higher-end alcohol than traditional stores can. Customers aren't on the alcohol aisle, reducing the store's exposure to loss from theft and damage. Tech team members also track searches on the website for certain types of alcohol—like fancy wines or pricey whiskeys—to see if they can justify stocking them regularly.



Follow [@Walmart4177](#) on Instagram to see more ways the team connects with their customers.



From left: **Bria Redmond**, personal shopper; **Donna Bieniek**, personal shopper, helps load a car; **Joshua Chaney**, regional eCommerce director; **Donna Bieniek**; **Michael Marchetti**, merchandise reconciliation associate; **Nicole Olson**, store manager

THE STORE

42,000 SQUARE FEET	70% SALES FROM DELIVERY
40 ASSOCIATES	30% SALES FROM PICKUP
24 NUMBER OF PICKUP CUSTOMERS THAT CAN BE SERVED SIMULTANEOUSLY	\$98 ANNUAL FEE FOR UNLIMITED DELIVERIES (FOR ORDERS OF \$30 OR MORE)

HERE ARE CARLTON'S TIPS TO HELP YOU SUCCEED IN YOUR CAREER:

Showcase your experience.

Early on, Carlton helped set up a Neighborhood Market, reading planograms and blueprints to lay out the store. After he voiced interest in store planning and got more experience, demonstrating his talent, a project manager he'd worked with before contacted Carlton about an open position on his team, and he applied.

Look to the future.

Despite his versatility and broad experience, Carlton saw a hole in his Walmart résumé: eCommerce. "That's where the company is going—that's where the entire world is going. Everything is online. So I said, 'That's where I'm going to go, because that's where the company is going.'"

Keep on learning.

Carlton views every role as an opportunity to learn more about the way Walmart operates. "I learn something every day at this location."

Always say yes.

Carlton has done a little bit of everything, from taking on roles at Supercenters and Neighborhood Markets to working for the Store Planning division of the Home Office for four years.

And never say no.

He has never turned down a role offered to him by Walmart. Never.



CARLTON BASS

JOB TITLE
Assistant Manager,
eCommerce

STORE
4177 | Lincolnwood, Ill.

Jack of ALL TRADES

One of the associates helping to keep the Lincolnwood store running smoothly:
Carlton Bass.

According to Carlton, "From the beginning, I said I want to do as many things as possible with the company."

In his 10 years so far at Walmart, Carlton has met that goal, taking on many roles.

His latest: assistant manager, eCommerce, Store 4177, aka the Walmart Lincolnwood Pickup Point.

As the person customers call if there's an issue, "It's my job to make them happy," he says.



ONCE-IN-A-LIFETIME OPPORTUNITY

CHRISSEY NADARAJAH has been known to belt out some tunes around the office. But that's not all: She's showcased her singing talents for a global audience at the Shareholders Meeting in Bentonville, Ark. "It was an amazing, unbelievable experience," Chrissy says. "A once-in-a-lifetime opportunity I will always remember."

She's also performed as a member of SparkAppella, Walmart's associate a cappella group.

This career human resources professional says opportunities like this are what differentiates Walmart from other companies she's worked for: the support and encouragement to bring yourself and your passions to work. Not only is it encouraged, but sometimes, it's even celebrated.

"With Walmart you actually see what the associates are; you see who they are," she says. "The support that I've received—it feels amazing."



Chrissy's favorite songs to perform are from Disney movies or musicals like *The Greatest Showman*.



CHRISSEY NADARAJAH

JOB TITLE
Market Human
Resource Manager

MARKET
165
Southern New Jersey

WALMART SPARKS TALENT

Check out all the music from SparkAppella and CODE S.P.R.K., now streaming on Apple Music, Spotify, and other major streaming platforms.

Photo by Russell Bloodworth, associate director, Walmart World & Associate Activations. To submit your own photos, message @WalmartWorld on Instagram or Workplace.

STAR

This team's #SparkGoals: creating and using technology that helps associates become superstars.

MAKERS

ANTON GROOM
JOB TITLE
 Senior Director,
 Global Business Services
OFFICE
 Home Office
 Bentonville, Ark.

GOAL FOR 2020

One of our big visions: to get every associate more engaged with digital tools and AI and elevate their goals.

“**OUR GOAL**,” says **Anton Groom**, “is to build tech solutions to make associates more successful.” Anton and Walmart’s NexTech team achieve that goal by developing transformative technology solutions to capture everyday opportunities.

“People have unique and irreplaceable skills,” Anton says, “but computers and machines can help handle massive data analysis and mundane tasks so associates can focus on more meaningful work.”

The NexTech team builds innovative solutions on top of Walmart’s existing technology to deliver capabilities companywide without significant investment in replacing current systems.

These solutions benefit distribution centers, stores, and the Home Office. They often take the form of artificial

intelligence (AI) or augmented intelligence, using machines to provide insights from data so people can make better and faster decisions.

One recent innovation is a computer vision model that helps determine whether rugs are present in store entryways when it’s raining, to improve the customer experience.

They are also deploying a solution that automates and expands the job search and reassignment process for associates requiring accommodations.

This simplifies the process and provides additional job opportunities for our associates with disabilities who require job reassignment.

Another highlight involved working with the Home Office Use Tax team (see sidebar). “We helped that team achieve their goals,” Anton says. “No role was replaced by AI;

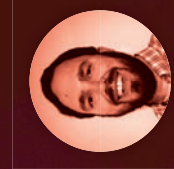
they were simply able to elevate their performance by working with an AI solution. We’re here to help land on the ultimate solution of creating a better Walmart.”

Anton credits the people on his team as being the key to the team’s success. “The associates on this team are exceptional. We hire to a very high standard—people who are innovative and creative. We’ve got just over a hundred people now, with small teams in Shenzhen, Bangalore, Gurugram, Leeds, Dublin, Austin, Dallas, and Bentonville,” he says.

“We all love new tech, are obsessed with it. But we only deliver for the benefit of the business—we don’t do it for the sake of tech. We do it to help. We like to make the people we work with superstars in their organization.”

SUCCESS STORY: USE TAX

Use tax is applied when Walmart, Sam’s Club, or eCommerce purchases Goods Not For Resale (GNFR). GNFR is defined as all goods and services that do not go through a point-of-sale system.



SCOTT HALE
JOB TITLE
 Tax Manager
OFFICE
 Home Office
 Bentonville, Ark.

“The NexTech team helped us reimagine our use tax assessment and reversal process and created a solution for us that uses automation and machine learning to do the time-consuming manual work and helps us post more tax reversals than we could before.

“We’re constantly being asked to do more with less, and we’ve got to have artificial intelligence to help us meet those increased demands. The NexTech team can bring those solutions to life.”

To learn more about what solutions NexTech can provide for your business, go to one.walmart.com/wmtnextech

HE'S GOT YOUR BACK

KIND WORDS FROM A MANAGER HELPED SEAN GET THROUGH A TOUGH FIRST DAY. NOW HIS #SPARKGOALS ARE TO OFFER THE SAME CARE AND UNDERSTANDING TO HIS TEAM.



Sean Quinn stood, he says, like a “deer in headlights.” It was almost Black Friday, and his first day on the job. A long line of shoppers stood at his register. And he was dripping with soda.

“I think I made a mistake at the register, and the customer threw a soda at me,” he says. Sean wondered for a moment if maybe this job was too much for him. Then, his supervisor came over.

“He said, ‘Just breathe. They weren’t mad at you. They were just mad at the situation.’ He told me not to let that one experience impact my decision to stay with Walmart. You’ll have more positive interactions than negative ones.”

For Sean, the experience imparted some lessons about not getting discouraged—as well as the value of having an empathetic manager with good communication skills.

Today Sean is a co-manager himself, and he makes it a goal to always have the backs of the people he supervises.

“To me the most rewarding part of the job is seeing an associate who didn’t feel confident starting out, but every day you go back to them, and they’re learning, getting encouraged,” he says. “You want to be a cheerleader for your associates. When they think they can’t do something, you tell them, ‘You can do this. Maybe you don’t succeed the first time, but you’ll get this.’”

He continues, “You have to listen to what obstacles associates are facing, and not only in a professional position. Everybody says you come to work and try to leave your home life at home, but in reality that’s hard to do. But if you listen, you can help people move in a positive direction. Part of being a good leader is making sure your team feels like they can talk to you about anything.”

Most importantly, Sean encourages associates to look out for one another, since that helped him get over his tough first day.

“When it happened, a lot of associates came up to me and asked, ‘Are you OK? Do you want me to take over for you?’ And that helps a lot, to have people around you who care,” he says. “Even now, if I’m having a bad day, it’s the associates around me who make me want to come back to work every day.”

SEAN QUINN

JOB TITLE
Co-manager

STORE
5495 | Glenolden, Pa.

Follow Sean and the team on
Instagram @Walmart5495.



NEW GOALS CAN FEEL OVERWHELMING,

BUT JUST GETTING STARTED KNOCKS OUT A BIG CHUNK OF THE CHALLENGE.

FOLLOW ALONG TO BREAK DOWN THE PROCESS OF SETTING AND EXECUTING BIG GOALS THIS YEAR!

DECIDING ON THE GOAL

1

BE SMART IN THE BEGINNING AND SET GOALS THAT ARE:

- S**pecific
- M**easurable
- A**ttainable
- R**ealistic
- T**ime-Bound

+ **Lisa Binversie** set SMART goals to improve her store's CVP scores. See her story on Page 45.

FRAMING THE GOAL REALISTICALLY

2

DETERMINE WHAT SUCCESS LOOKS LIKE TO YOU:

- ▷ Something outside your comfort zone, even if just a little.
- ▷ Having belief, not hope, in the process.
- ▷ A firm deadline, with breathing room to pivot if need be.
- ▷ Creativity in execution.

+ **Reed Riewaldt** boosted sales creatively with rubber duckies! His story is on Page 24.

ALIGNING YOUR ENVIRONMENT

3

THINK ABOUT YOUR FUTURE SELF IN THE GOAL'S PROCESS AND JOURNEY:

- Create a decision-making environment that is simple, visual, and difficult to ignore.
- ▷ **Simple:** Eliminate unnecessary distractions or additional tasks.
- ▷ **Visual:** Nudge your actions in the right direction with visual cues, such as sticky notes or vision boards.
- ▷ **Difficult to ignore:** Schedule goal milestones for the future to keep yourself on track and on task.

+ Check out the inside front cover for an interactive vision board.

MEASURING YOUR PROGRESS

4

SEEK OUT FEEDBACK AND SET CHECKPOINTS:

Don't measure just to get a result. Track your progress in order to:

- ▷ **Discover:** Limits are necessary bars for future endeavors.
- ▷ **Understand:** When you get the process down, it only gets easier in the future.

+ Feedback from her store's community helped **Kim Smith** connect with her customers. See how starting on Page 36.

INVOLVING OTHERS

5

COLLABORATE AND BE TRANSPARENT:

- ▷ Accountability buddies can help keep you on track.
- ▷ Telling others about your goals helps reinforce all you need to accomplish them.
- ▷ Being very clear with others about your goals helps gain their support.

+ Check out Page 54 to see how **Stacie Swayze** helps her team achieve success.

PERSEVERING

6

ABOVE ALL ELSE, STICK WITH IT:

- ▷ It's not a sprint; it's a marathon. So stick to your pace and keep chugging along.

+ **Jeremy Baxter** kept learning on his path to success! See his story on Page 6.



Terrell's Goals
Are Putting Him in

THE LIMELIGHT

Whether he's rapping with CODE S.P.R.K. or making a difference for his customers, Terrell's focus on achieving his #SparkGoals has made all the difference.

For **Terrell Myles**, being a Walmart department manager and performing at last year's Arizona Hip Hop Festival are more related than you'd think.

A drive to succeed and make a difference for himself and his family has motivated Terrell—who performs as "T-Whiz" or "Trizz the Whiz"—in both areas. Here's a look at how he combines his passion for music and drive to succeed to set and achieve his goals.

Goal No. 1: Move Family

"I grew up in a rough area outside Los Angeles. It wasn't safe for my siblings or my mom. So, I made it a goal to help move them away from all that. I was hired as a temporary remodel associate, a 120-day contract, and I gave it my best. My managers saw that, so when the contract was up, I was sent on more remodels.

"Suddenly, I had the promise of having full-time hours and a steady income. We saved enough in a year to move my family from California to Alaska, and now I have the peace of mind that they are in a safe and supportive environment."

Goal No. 2: Pursue Music

"I was born with a genetic disease called enlarged vestibular aqueduct syndrome. It burst the aqueduct of my right ear so I can't hear sound coming to that ear, but I still have my eardrum, and I can feel the vibrations of sound.

"My mom says I sang before I could even form words, that I've always wanted to share my message. I decided that being half deaf wasn't going to be a thing that brought me down."

*(In) Vested in the
best linguistics
Say the kid antagonist*

Some of Terrell's
handwritten lyrics

Photo by **Russell Bloodworth**, associate director,
Walmart World & Associate Activations



TERRELL MYLES

JOB TITLE
Department Manager,
Paper and Chemicals

STORE
3751
San Tan Valley, Ariz.

"With the Walmart Rap Battle, I saw my opportunity to have a bigger impact with my music, and I made it a goal to give it my all. Winning and becoming part of CODE S.P.R.K. was just the beginning."

Goal No. 3: Perform Live

"After filming the 'OGP Rap' music video, I was more confident in myself and my music. I've always wanted to perform live, but without the confidence I gained with CODE S.P.R.K., I'm not sure I would have knocked on the door of the Arizona Hip Hop Festival. With my Walmart family behind me, I asked to perform at the festival—and was accepted."

Spreading the Spark

"Being on stage was like being in the clouds—it was like I was on fire, like I was frozen, like I was flying, like I was swimming. It was absolutely invigorating and motivating.

"I want to use the momentum I have to push forward, set bigger goals, and make an impact in my community and in my store. I see that spreading the spark."



FOLLOW

@TrizzTheWhiz on Instagram to see more of Terrell's music and Walmart adventures.



CHECK OUT "2020 VISION"

CODE S.P.R.K.'s new single is available now on Spotify, Apple Music, or most other major streaming platforms.



DUCK, DUCK, SALES

▶ WHEN YOUR #SPARKGOALS ARE INCREASING SALES, THINKING OUTSIDE THE BOX—AND OUTSIDE YOUR STORE'S USUAL ASSORTMENT—CAN GET THE JOB DONE.

REED RIEWALDT

JOB TITLE
Store Manager

STORE
Neighborhood Market 3178
Gresham, Ore.

Sometimes you see yellow plastic, and sometimes you see opportunity. That's how it was for **Reed Riewaldt**. Back when he was a department manager, leadership issued a challenge to add a dollar to every customer's cart. Reed's solution was rubber ducks. (You know, for the tub.)

"It's a dollar item, so parents can easily get one for their kids," he says. He set a feature and increased sales to 300 a week. Since then, Reed has sold rubber ducks at every Walmart store he's worked at. "I've probably sold 15,000 or 20,000 rubber ducks in my 12 years."

Today, Reed is manager of a Neighborhood Market. One of his goals is to bring his flair for outside-the-box merchandising into the smaller store format.

"We always did big WOW displays in Supercenters, but I don't think Neighborhood Markets have a lot of experience with that," he says.

"So I come in and I'll suggest crazy stuff. Don't be scared to go after something that's completely unexpected for a grocery store to have. I sell furniture like crazy! And hangers, or fluffy decorative pillows. Those fly out of here, too."

There is a method to his madness. "I always listen to what I'm asked for the most," Reed says. "I was asked at least three or four times a week for a trash can or a toaster."

There are apartments in our parking lot, but we had no furnishings. So I brought that stuff in."

Bringing GM items into a Neighborhood Market was just a matter of submitting tickets to the Home Office. "They'll help you fix your assortment or even get new items in."

"We've been able to add 15 new categories to the store for our customers," Reed says. "We're seeing amazing sales results. In November 2018, for all of those home areas, we didn't even do \$20,000. By October 2019, we were at \$30,000. It's definitely been very beneficial."

His sales goals met, Reed now tries to encourage others to take merchandising chances, too. "I try to encourage my market—if you haven't tried it, how do you know? Just because it seems a little odd doesn't mean that they're not going to go after it."



CONNECTING ON SOCIAL

Reed also uses his store's Facebook page to find out what his customers want.



I'll post, 'Hey, new item,' or 'This item's coming.' Then I always watch the comments because a lot of them will be, 'Oh, that's great. But what about this?'



Follow **@Walmart3178** on Facebook to see what customers are asking for—and what Reed is selling!

REACH YOUR GOALS AS PART OF A TEAM!

Associates truly make the difference for our customers, but no one can do it alone. In stores that are piloting **Great Workplace**—our new operating model that offers exciting new roles and team-based ways of working—associates are taking **#TeamWalmart** to a whole new level.

High-performing teams are at the center of Great Workplace. What does that mean for you?

You'll be part of a team where the leader and mission are clear. Through moments like the daily huddle, you'll have more ways to talk about priorities, plans, and problems that need to be solved. Your team will work together to track progress against shared goals, so you leave work knowing where you stand.

You'll be trusted to own an area of the business and make decisions on behalf of the customer. And you can learn new skills on your own, or with support from an Academy trainer.

What's an Academy trainer? In Great Workplace, we're introducing new roles that will help us make an even bigger difference for customers and associates.

While Great Workplace may not be at your store yet, we spoke to a few associates who are already working in the new roles about what it's like and how it's helping them meet their **#SparkGoals**.



COACH (SC)/ OPERATIONS MANAGER (NHM)

Makes sure teams' goals align with the store's goals; responsible for staffing and scheduling in their areas; communicates plans; supports the team by removing roadblocks and providing long-term solutions; provides role clarity and offers career guidance



TERRELL HUGHES
Neighborhood Market 3185 | Huntsville, Ala.

TEAM LEAD

Builds relationships with the team and ensures they execute daily processes; holds daily huddles so the team understands priorities and business needs; provides real-time feedback and coaching to team associates



NICK TRAINOR
Store 3580 | Newark, Ohio

How do you guide your team through setbacks?

We use the phrase "coaching by walking around." When I see an associate struggling, I have a conversation and see if more training needs to be done, or just a different perspective. Then we work together to create a better outcome.

How do you communicate goals to your team and reinforce them?

When I have my huddles, I bring up anything that needs to be addressed and our goals. I want to make sure it sounds like a good idea. By defining goals and sticking to them, we can do better as a team and focus on what needs to be done.

TEAM ASSOCIATE

Owens a designated area of the business; empowered to be a merchant; completes the work for their area of ownership; attends huddles with team leads to understand priorities and actions set for the team



VIRGIE SHREVE
Store 400 | Conroe, Texas

How does Great Workplace help you serve customers?

I've been with Walmart for 29 years. My register is my home. With the new system, I can take care of my register and my customers even more.

Why are goals important for the team?

They're important because we like to serve customers. We like that people come over here and have an experience—that when they leave, they're satisfied.

How does Great Workplace empower you?

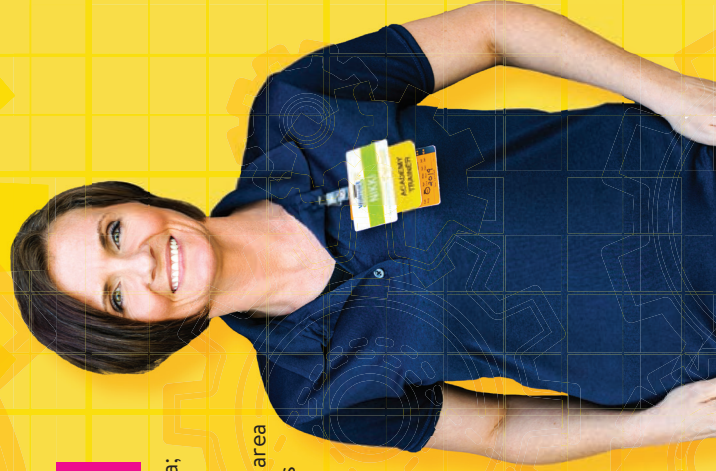
Coming from being an ASM, I wanted more responsibility and ownership. And I've discovered associates respect my opinion and leadership. They know I'll do things according to One Best Way. I'm here for the store. If it's not successful, I'm not successful.

How does increased insight into metrics help your team think differently about goals?

If you break down the metrics and let your team know what they're striving for, like sales profit and how that affects MyShare, they bring a little more. If you give them the whys and show them the results of hard work, they want to work a little harder.

ACADEMY TRAINER

Expert in their area; trains associates in One Best Way; owns a designated area of the store; shows others what good looks like



NICOLE HOLLOWAY
Neighborhood Market 3635 | Fort Oglethorpe, Ga.

How does being empowered as a leader help you take ownership of your area?

I used to be really shy, but I'm more of a leader now. I follow process, and I get things done. I try to make my team feel like they're a part of everything.

How do you contribute to achieving team goals?

I keep track of everybody's progress. For those who need help to get to that goal, I get beside them and help them achieve it. It makes me feel good when we meet our goal.



For more information about Great Workplace, scan here to visit the Blueprint page.

#SELLITON SOCIAL

See what Natalie's team is up to by following them on Facebook @Walmart298. 

See how these social media heroes met their #SparkGoals and became one of the top stores nationwide for social-driven sales.



NATALIE HANCOCK
JOB TITLE
Co-manager
STORE
298 | Boaz, Ala.



People come in sometimes just to visit their favorite 'characters' from Facebook.



THE PEOPLE BEHIND PICKUP



Online Grocery Pickup & Delivery Department Manager **Brittney Jo Cothran** has created photos and a video of herself having fun with OGP & D. This helps customers get to know her and realize the great, time-saving benefits of the service.

"The best time of day for posting seems to be between 3 p.m. and 9 p.m.," Natalie says.



"People are getting off school and work and checking us out at home."

NATALIE OFFERS THESE TIPS:



Get associates involved. The more you can get your team to buy in to having fun on social, the more success you'll have. It also keeps morale up while offering chances to get creative. And aren't those huge goals, too?



Get customers involved. It's more time-consuming because you need to get permission, but it helps customers see that the store belongs to the community.



Have fun with it! Fun is contagious and gets people in the door. So do it up!

NEARLY TWO YEARS AGO, **Natalie Hancock**

came to Store 298 with a long list of goals to take the store's success to new levels. One was boosting the store's social media presence.

Today, she proudly represents the store online as its social media champion. She and her expert social team's posts on the store's Facebook page have engaged the community and increased her store's sales.

In fact, Store 298 is one of the top stores nationwide for sales driven by social media.

"We're a 5-comp in a \$100,000,000 box," says Natalie, "and merchandising and promoting on social media have played a huge role in getting us there."

The key to that promotion is people. Natalie began a meet-the-associate video post series that has helped connect her team to customers. One customer saw an associate from the jewelry department on the store's page and was able to thank her directly for doing such a wonderful job piercing the customer's daughter's ears.

"Customers love the videos of associates; people come in sometimes just to visit their favorite 'characters' from Facebook," Natalie says. Her No. 1 goal for social in 2020 is to do even more meet-the-associate posts. She wants everyone to be featured so customers feel even closer.

"It's not just about promoting merchandise," she says. "When you also promote your associates, you promote the whole store."



BOOST YOUR HEALTH CARE CAREER

Live Better U, Walmart's \$1-a-day college program, now offers seven bachelor's degrees and two new career diplomas in health and wellness fields.

If your goal is to work in health care or advance your health and wellness career at Walmart, now is the time to take the next step. The Live Better U program has added nine certifications to provide associates with skills for opportunities in the health care industry.

HERE'S WHAT'S NEW:



Two new career diploma programs*

- Pharmacy technician
- Optician

Keep in mind: Starting opticians and pharmacy technicians can earn over 15% more than entry-level store positions.



Seven new bachelor's degree programs from four schools*

- Health science (2)
- Health sciences, pre-health professional focus (1)
- Health care administration (2)
- Health and wellness (1)
- Health care management (1)

Take advantage of one of these programs, and you could start a new career with Walmart or Sam's Club at one of more than 5,000 retail pharmacies, 3,000 Vision Centers, 400 hearing centers, or two new health centers in Dallas, Ga., and Calhoun, Ga. It's all part of Walmart's commitment to making health care more accessible to customers and their communities—and to providing more opportunities for associates to meet their goals and build lasting careers.

**Offerings available through Penn Foster Career School (career diplomas) and bachelor's degree programs from Purdue Global, Southern New Hampshire University, Bellevue University, and Wilmington University.*



Scan here to visit LiveBetterU.com and enroll or get updates on current or upcoming educational benefits available to associates.

ANDREA
SCHAFFER

JOB TITLE
Senior Buyer Manager,
Tools, Power, and Storage

OFFICE
Home Office
Bentonville, Ark.

TOOLS FOR SUCCESS

SEE HOW ANDREA AND HER TEAM ARE MEETING THEIR #SPARKGOALS OF LAUNCHING A NEW HARDWARE LINE THAT WILL HELP CUSTOMERS ACHIEVE THEIR GOALS, TOO.

engage



#DoltWithHART

— That hashtag is the slogan of the newly launched Walmart-exclusive line of HART tools. These tools offer a significantly higher quality level at a great Walmart value.

Andrea Schaffer, who was part of the team that built and launched the line, says, “HART is an aspirational brand. You pick up these tools and know that they are different.”

Andrea’s been with Walmart for 14 years and has worked in Logistics, electronics, beauty, and bakery. She moved to hardlines five years ago.

Launching the HART brand—one of the biggest general merchandise brand launches ever, with 321 SKUs across hardware, automotive, lawn and garden, and more—represents the fulfillment of a long-term goal for Andrea.

“This is the first brand I’ve been part of since its infancy,” she says. “We did a lot of market research. What colors should the brand be? How do we bring the customer true quality rather than just a price point? Answering those questions and partnering with suppliers who share the same values as Walmart—it’s been very exciting.”

And just as HART tools will help customers complete projects and achieve goals, Andrea sees the brand as helping Walmart meet its goals of helping people save money and live better.

“If somebody can tackle a project themselves, it gives them a sense of bettering their life,” she says. “These HART tools empower customers to take control of their projects and improve their homes.”

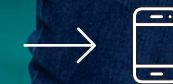


BATTERY-POWERED

One key element of HART power tools is a uniform, 20-volt battery platform, allowing customers to use the same rechargeable battery across all tools in the line (similar to what’s currently offered by brands like Milwaukee and Ryobi). This means customers aren’t paying for multiple batteries as they buy more tools that fit their system.



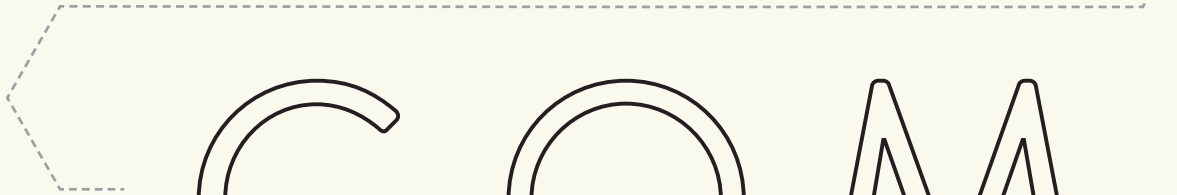
The 4-Tool Combo Kit is a perfect starter. Featuring a drill/driver, an impact driver, a reciprocating saw, and an LED work light, it has all the core tools you need to start a project.



HAVE YOU TRIED HART TOOLS?
Share how you #DoltWithHART on social media, and be sure to tag @WalmartWorld.



COMMITTED TO



C O M

M U N

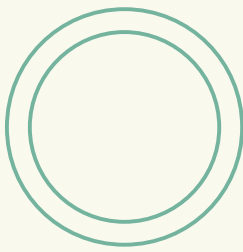
I T Y



Launching a new store is already a tough task, but Store Manager **Kim Smith** had to do something big to prove herself to the skeptical community of Warrenton, Ore., when she opened Store 5861.

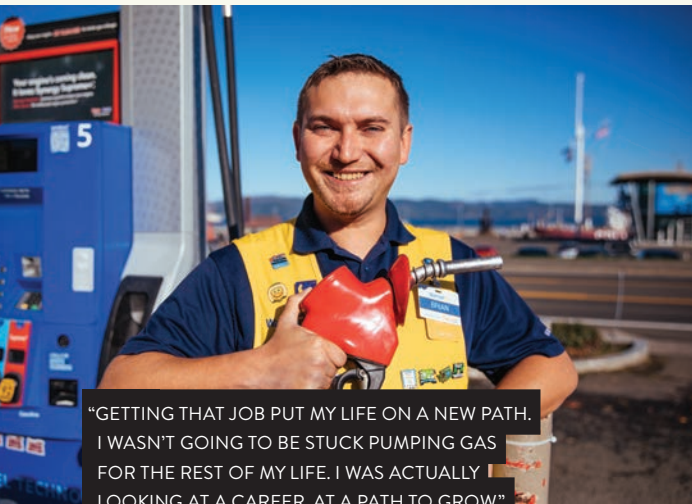
Here's how she met her #SparkGoals by hiring locally.





ne afternoon, **Brian Harriger** stepped outside to pump gas for a woman who'd pulled up to the gas station he worked at. After she gave him a tip, they got to talking about how there wasn't much work in Warrenton, Ore.—a tourist town on the Columbia River—as many jobs are seasonal. The pay for pumping gas wasn't great, and Brian was living paycheck to paycheck.

The woman introduced herself as **Kim Smith** and told him she was going to be the manager of the new Walmart store—Store 5861—that was about to open in town. She wanted to hire talented local people. People like Brian. She gave him her card. He applied for, and got, a job at the store—and it has changed his life. And not just his.



"GETTING THAT JOB PUT MY LIFE ON A NEW PATH. I WASN'T GOING TO BE STUCK PUMPING GAS FOR THE REST OF MY LIFE. I WAS ACTUALLY LOOKING AT A CAREER. AT A PATH TO GROW!"
BRIAN HARRIGER

Walmart Comes to Town

Kim had been with Walmart for more than 10 years when she came to Warrenton, and she had even helped open another store. But Warrenton was different.

"The community wasn't so excited about a Walmart," she says. "They made it a point to communicate that if we're going to come into their town, we're going to be a part of their

community, 100%. They take care of each other, and they wanted to make sure that we would take care of them as well."

But how could Kim prove that Walmart was truly serious and committed to being part of that community? After meeting with and listening to many locals—like Brian—she found her answer, and she set a big goal: **100% local hires.**



KIM SMITH
JOB TITLE
Store Manager
STORE
4137 | Tacoma, Wash.

New Store, New Idea

Typically, when a new Walmart opens, the aim is to hire 30% from nearby Walmart stores and 70% from the community. One reason for this is so current associates can teach new ones about Walmart's culture and processes.

So Kim knew what she set out to do would be both a big challenge and a big opportunity. "It was fun and scary at the same time," she says. "But I made a decision that was right for my store and my business."

Finding a store's worth of local hires wasn't easy. But Kim was determined. She visited local restaurants and colleges and joined the chamber of commerce, Rotary Club, and Kiwanis Club. Most important: She really listened to what locals wanted and needed, which led her to amazing new associates like Brian.

Heart of the Community

Since Kim began hiring, more than 250 members of the local community have joined the team.

Although training that many new people was a challenge, it also meant that no one had to unlearn bad habits. "We called ourselves the 'Store of the Future' because we taught all of the associates all the new processes," says Kim.

As a result, Store 5861 beat their first year shrink goal of 0.89% with a target of 1.01% for their May 2019 inventory. It also grew at a YOY comp of 20% for Q4 FY 2020 and 11.9% for the year.

Beyond that success, the store has truly become a community fixture. Thanks to Kim's outreach efforts—including donating supplies to local charity events and students—there's been a change of heart about Walmart that reaches far beyond the borders of Warrenton.

It even caught the attention of Betsy Johnson, a state senator. "There were construction jobs; there are sales associate jobs; there are happy shoppers; there are happy vendors that provide product to the store. It's an attractive facility in a growing area, and we're thrilled to have Walmart here," she says.



JOHN ROBERTS WAS A LOCALLY HIRED ASSOCIATE WHO BECAME AN ASSISTANT MANAGER AND HELPED SHAPE THE STORE.

Although Kim has moved on to manage Store 4137 in Tacoma, Wash., she learned much in Warrenton: "You have to put the community first. Once you develop trust, they will help you to be successful!"

Brian, hired as a CSM, recently moved up to front end team lead. "Walmart has made a huge impact," he says. "Hiring hundreds of people changed the lives of hundreds of people. I'm just one of many. I love what it's done to my town."

KIM'S TIPS FOR SEEKING THE BEST HOMETOWN TALENT

ACT LIKE A TOURIST (SORT OF).

Visit local restaurants and hot spots weekly. Wear your Walmart vest so people know who you are, and distribute business cards.

BE A GOOD LISTENER.

Ask the locals what they want and need.

PARTNER WITH COLLEGES.

See if area colleges assist veterans, students, and graduates in job placement.

BECOME A LOCAL LEADER.

Join local community or civic groups; then networking takes care of itself.



Spring Forward With ASSOCIATE BENEFITS

Kick off the year right and meet your #SparkGoals with these benefits!

Associates like you go above and beyond to help customers, so Walmart wants you to receive the same great service when it comes to helping you stay healthy and financially fit.

Reach important personal goals with help from these benefits offered by Walmart.

”

We’re listening to our associates to provide them the highest quality programs to meet their diverse needs. It’s all about accessibility, affordability, and flexibility!

Adam Stavisky
Senior Vice President, U.S. Benefits
Home Office | Bentonville, Ark.

Retire Your Way One.Walmart.com/401K

Taxes now or later? The **Walmart 401(k) Plan** now offers two ways to save. Choose the traditional pretax option or the new Roth option for tax-free income when you retire.

- Walmart will match what you save dollar for dollar, up to 6% of your pay.
- You can save from 1% to 50% of each paycheck and can change or cancel anytime.
- Pretax or Roth contributions give you the option to pay taxes later or get them out of the way now.

\$4 Doctor Visits One.Walmart.com/DOD

Ever wish you could see a doctor without leaving your house? With **Doctor on Demand**, you can video chat with a doctor anytime for just a \$4 copay. Simply download the app or go online to speak with a board-certified physician, licensed psychologist, or psychiatrist.

- See a doctor anytime, anywhere from your phone or computer.
- Available to most participants in a Walmart medical plan.

Join a Gym for Just \$9 One.Walmart.com/FitnessPass

You and your family can access thousands of great gyms starting at just \$9 per paycheck—because the cost of a gym membership shouldn’t keep you from living better. Get your sweat on with the **Walton Life Fitness Pass** today.

- All associates are eligible.
- The pass covers you and your spouse or partner, plus dependents ages 18–25.
- There are no contracts or hidden fees.

Get the Right Care One.Walmart.com/GrandRounds

- Your personal health care assistant can give you answers to all sorts of questions about health care. From reviewing your medical bills to helping you get an expert second opinion, it’s all available through **Grand Rounds**.
- Download the app or give Grand Rounds a call at 800-941-1384 (855-377-2200 if you are in the Carolinas).
- Available to most participants on a Walmart medical plan.



FOLLOW
@RedHeadWine
on Instagram to
see more from
the brand.

MARISA SERGI
JOB TITLE
Founder and CEO,
RedHead Brands
LOCATION
Youngstown, Ohio

Grape Expectations

Talk about #SparkGoals—Marisa launched RedHead Wine at age 19. Now she’s looking to make it bigger and better than ever.

Marisa Sergi’s goal to be a winemaker was set before she could legally drink wine: She crushed her first grapes with her father and grandfather when she was just a child. By the time she graduated from Cornell University’s viticulture and enology program, the third-generation winemaker was forming her own business plan.

That plan led to her founding RedHead Brands, and her wines became available at a range of retailers across Ohio, West Virginia, and Pennsylvania. She then brought her wines to a Walmart Open Call event, in which entrepreneurs pitch American-made products. This led to the wine being sold in select Walmart stores.

Marisa, now 26, spoke with Walmart World about learning lessons, being authentic, and growing her business.

Business Lessons Learned From Family

I learned how to build relationships, have a vision and make it happen, sell to retail locations, work with distribution companies, and manage a team.

How to Build Credibility

Be honest and listen to feedback. Be fully transparent and never oversell yourself or a product. Trust is what makes any relationship. It is equally important to listen to what your customers want. Any relationship must be mutual.

Advice to Young Entrepreneurs

Work on building something that is meaningful and that you’re passionate about. It is difficult to succeed in any industry if you do not live and breathe your mission.

The Importance of Patience and Persistence

Most of my sales are from going into each store and talking to decision-makers. Often, we had to make multiple trips to the same location to receive a yes. We had to check weekly or biweekly to make sure we received reorders. I am grateful for all of the Walmart associates I’ve met along the way!

Finding Purpose Through Her Passion

In the past, I lacked self-confidence, which inadvertently affected my motivation and vision of what I thought was possible. This was due to being bullied and allowing the negativity to feed my continued self-doubt. Fortunately, my life turned around when I decided to pursue a career in winemaking. I was able to find purpose through a passion because it was something I enjoyed and gave direction to a future that was unique.

Hitting the *Mark*

Their **#SparkGoals** were to meet the company's goals for CVP. With teamwork and communication, they turned around their numbers and increased profits.

What Is CVP?
The Customer Value Program deals with how many fresh items are sold or discarded.

SAM HILTERBRAND
JOB TITLE
Fresh CAP2 Supervisor
STORE
3725 | Niles, Ill.



ABDALLAH ALGHIZI
JOB TITLE
Assistant Manager
STORE
3725 | Niles, Ill.



Two weeks.

That's how long **Abdallah Alghizi** and **Sam Hilterbrand** had to improve Customer Value Program (CVP) stats.

The CVP stats at Store 3725 were low. "When I came in, we were at 65% CVP," says Abdallah.

That meant the store was discarding 35% of its expiring produce, bakery, meat, and deli items. Walmart's CVP goal is 75%, and their market goal is 80%. That meant Abdallah and Sam had their work cut out for them—especially after their store manager set a tight two-week deadline to get the job done.

But Abdallah and Sam accepted the challenge and set out to hit their goal. First, they simply observed. "We could see we were throwing away a lot," says Sam, "and the reports showed we were losing so much money." So they went back to basics, reading the One Best Way to see what they had missed.

"We hit 89% in two weeks. Since then, we've stayed at over 80% ... and we'll never go back.**"**

FACTS

65%
Beginning CVP score

75%
Walmart's CVP goal

89%
CVP score in two weeks

Some of the fixes were easy. In the past, associates "would find one apple that was going bad or had gone bad, and instead of taking it out, they just threw the whole bag away," says Sam. So they started removing the ugly item and cleaning the bag before decreasing the price. That improved the bag's chances of getting sold.

Other steps were more complicated. Checking perishables takes time and focus, since each item needs an associate to verify both expiration date and quality. Different items have different rules, Sam says, so it's important to know and apply the correct standards.

Sometimes they cut up the produce and package it for quick sale. "We try not to throw anything away," she says. "For example, we can donate some of

our meat to a Chicago food bank if it doesn't sell."

Communication was key. "A lot of associates didn't know One Best Way," says Abdallah, "so we had to teach them."

To bring everyone on board, he met with department managers, cashiers, and customer service management. Of course, he and Sam were in constant communication, too. They not only covered for each other during absences, but they constantly compared notes, trying to figure out how to improve CVP.

Abdallah and Sam met their store manager's challenge. "We hit 89% in two weeks," Abdallah says. "Since then, we've stayed at over 80%—and we'll never go back."

Follow @Walmart3725 on Facebook.



SMART Thinking

Lisa Binversie, Fresh assistant manager for Store 1487 in Michigan City, Ind., faced similar CVP challenges. So she set a goal for her team to make improvements.

"We wanted to have a SMART (Specific, Measurable, Attainable, Realistic, and Time-Bound) goal," she says. "So when we put down that we wanted to raise our CVP to 70%—we put a specific, attainable goal, time-bound, the whole thing. And then we put who was in charge of doing things and when we wanted to complete them. And then we followed up."

For more on SMART goals, see Page 4.

Blake



BLAKE JOSEPH
JOB TITLE
Field Assistant Manager
REGION
Dallas/Fort Worth, Texas

FOR BLAKE AND ROJELIO, SUCCESSFUL STORE REMODELS HELPED THEM TURN THE PAGE, BOTH FOR THE COMPANY AND THEIR CAREERS.

What's SWAT?

The Sam Walton Action Team (SWAT) helps stores remodel by sending a group of about 30 trained associates with experience in multiple departments. More than 1,000 SWAT associates were hired in 2019, and Walmart plans to hire at least 400 more in 2020.

“For a company to be successful, it needs to keep up with the times and evolve,” says **Rojelio Corral**. “The biggest challenge is convincing everyone that remodels are the best thing for the company, the store, and our customers.”

It's part of his job to facilitate change, and he sees it as a way to strengthen stores and their teams. But some associates need convincing.

“Any time strangers come into your home and start moving things around, it's going to ruffle some feathers,” he says, describing the effect SWAT remodels can have on store associates.

Not long ago, before they joined SWAT, Rojelio and his coworker **Blake Joseph** were the ones getting their feathers ruffled during a remodel at their store, Neighborhood Market 2979, Fort Worth, Texas. It would help fuel their careers.

A Warehouse-Size Opportunity

After leaving Store 2979 to join the SWAT pilot program, Rojelio set a goal to become a field assistant manager (FAM). He applied for the position, but was turned down. Instead, he transferred to a market-level warehouse.

It seemed further removed from his goal but turned out to be the perfect opportunity. “I realized I was getting to learn all the fixtures that go into remodels because they all had to go through the warehouse. I also got to know many remodel field managers and their bosses and put my name out there.”

This time also gave Rojelio the chance to learn why he hadn't been given the FAM position.

“I had gone about applying the wrong way. None of my superiors knew I was interested.”

Once Rojelio made it clear to his supervisors that he was interested in a promotion to FAM, they began to support him and help him learn and improve his skills. He was soon promoted to his current position.

On the Team

Blake also found opportunity and support in SWAT, working on several remodel projects in the Dallas/Fort Worth region.

“I asked a field assistant manager to be my mentor,” says Blake. “Without him sharing his knowledge and helping me along the way, I would have been a step behind the others.”

“I love the impact you have on a store, transitioning them into an updated layout and an improved shopping experience.”

Interested in a SWAT Remodel Career?
Visit OneWalmart, click “Me,” and then click “Career Search” under “My Career.” Then click “Home Office & Corporate Positions” and search “Field Project Coordinator.”

Rojelio



ROJELIO CORRAL
JOB TITLE
Field Assistant Manager
REGION
Dallas/Fort Worth, Texas

AMBASSADORS OF CHANGE

Remodel **DONE RIGHT**

Rojelio says the first key to a successful remodel is having the right associates, who are willing to learn and evolve.

Second is providing the leadership and training to make sure the team has the proper tools.

“Once the project is finished, you get a great feeling of accomplishment and contribution, not just to

the store, but also to the community,” he says. “We are the ambassadors of change.”

United States[®]
**Census
2020**

**What is
the census?**

The census counts every person living in the United States. That data helps to provide daily services, products, and support for you and your community, and determines representation in Congress.

Help to Shape Our **FUTURE**

This year, Walmart is a national partner in the U.S. Census. That's because we want the best for all of our communities. And by taking part in the census, you can make sure your community gets what it needs. Public safety, emergency preparedness, schools: funding these essentials is dependent on you. So let your voice be heard.

**THE CENSUS
BEGINS APRIL 1.**

This year, you can complete the census online. For more information, visit 2020Census.gov.



#WalmartAssociate Art Challenge

The rules were simple: Create a work of visual art in any medium and share it on social media. All works had to represent one of these themes: Save Money, Live Better; Our People Make the Difference; or Holidays at Walmart. Associates nationwide accepted the challenge and put their skills to work. Thank you to everyone who submitted artwork: You showed the vast talent and passion of Walmart associates. **Here are the winning entries.**

GRAND PRIZE WINNER

SHARAYAH HARROW
Overnight Support Manager
Store 4239 | Reno, Nev.
Spark Up Your Holidays, watercolor

"I've been doing art my whole life. I've always drawn. For this, I wanted to center around that nice, warm, fuzzy feeling for the holidays. So, that's why I wanted to go with the snowman looking up, like the spark is a nice, warm star."



RUNNERS-UP



SUSIE PASSMORE
Technical Project Manager
Home Office | Bentonville, Ark.



ABBIE JOHNSON
Pharmacy Sales Associate
Store 2108 | Mays Landing, N.J.

"I went with the theme 'Our people make the difference.' I drew our pharmacy team and a satisfied customer."



APRIL PROCTOR
Sales Associate, Garden Center
Store 1182 | Palm Coast, Fla.



JASON KAUFFMAN
Assembler
Store 1982 | Appleton, Wis.



"It took about three weeks of fine-tuning and studying the squirrels. I had my camera on a tripod and a small surveillance camera keeping watch."

When I saw the squirrel coming, I jumped up and manned the camera. I had only seconds to catch him holding the handle before he made the leap into the cart."

HONORABLE MENTIONS



JAIR RODRIGUEZ
Area Manager, Quality Assurance/Systems
Ecommerce Fulfillment Center 8905 | Davenport, Fla.



KATELYN DERUSHA
Department Manager, Jewelry and Shoes
Store 1994 | Plattsburgh, N.Y.



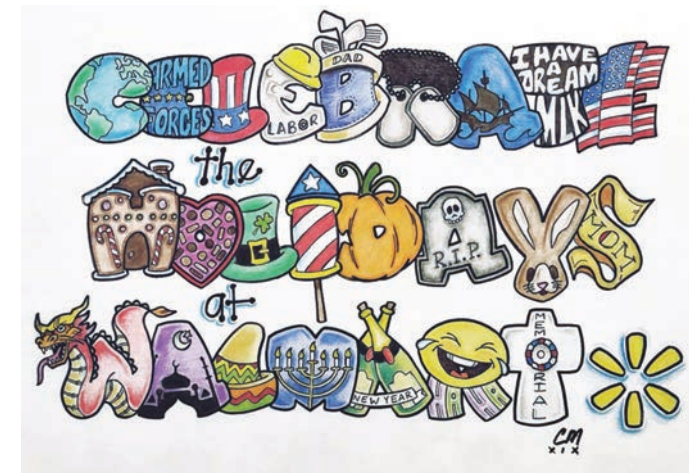
BRITTANY LLOYD
Front End Team Lead
Store 2249 | Chehalis, Wash.



SIMBA DOMBO
Department Manager,
Paper, Chemicals, and Pets
Store 2471 | Dublin, Ohio



DARREN MCGRATH
Overnight Stocker
Store 3792 | Lancaster, Ohio



CLINTON MYERS
Department Manager, Food
Store 713 | Dade City, Fla.



JIM RUSSO
Store Manager
Store 1930 | Plaistow, N.H.



CHERRY LONG
Department Manager, Infants
Store 4055 | Universal City, Texas

Do you have a talent you want to share? Follow @WalmartWorld to find out about the latest challenges.

ADAM GRATZ'S FUTURE IS IN STORE

TRULY ACHIEVING YOUR #SPARKGOALS SOMETIMES MEANS KNOWING WHEN TO SAY NO. FIND OUT WHY ADAM TURNED DOWN A HOME OFFICE CAREER SO HE COULD FOCUS ON BECOMING A STORE MANAGER.

When **Adam Gratz** was growing up, his father was a big admirer of Sam Walton. So when Adam was hired to be an auditor at the Home Office right out of college, he was thrilled at the opportunity.

Soon Adam realized his ultimate goal was to become a regional vice president. And he also realized that achieving that goal would require that he spend time working in stores, where he'd really be able to directly see his work's impact.

So Adam left his career at the Home Office—and said no to a promotion—to go to work in stores, eventually becoming a store manager.

"It's a job where you have a lot of responsibility, but you can make a difference," he says. "You're helping our customers save money. You're helping our associates be successful on a daily basis."

Adam managed Store 5293 in Valley Stream, N.Y., one of the highest-volume Walmarts in the nation. One of the keys to succeeding, he says, is listening to what other people have to say.

"Your associates can tell you what's working and not working in the

store," he says. "They have the best ideas, and you have to get their buy-in on what we need to change. When they're engaged, they can move mountains for you."

Adam aimed not just to have the highest sales, but also "to be the best store we can be."

"That involves getting associates to understand profit and loss, understand the processes, develop business acumen," he says. "We win not only when our sales increase, but also when our customer experience improves."

Adam's especially proud that many managers who've worked under him have been promoted. Three have gone on to become store managers, he adds.

As to his goal of becoming a regional VP, Adam has it broken down into steps, and he's just taken a big one: becoming a market manager.

"It's a matter of magnifying the success at Valley Stream. Part of that is team building, getting managers and associates to align in their goals, getting them to understand what the company is trying to accomplish, and giving them the guidance to get there."

YOUR ASSOCIATES CAN TELL YOU WHAT'S WORKING AND NOT WORKING IN THE STORE. THEY HAVE THE BEST IDEAS, AND YOU HAVE TO GET THEIR BUY-IN ON WHAT WE NEED TO CHANGE.

ADAM GRATZ

JOB TITLE
Market Manager

MARKET
171
Eastern Long Island, N.Y.



Connect with Adam on LinkedIn to follow his rise.



Everybody has things they want to accomplish. But sometimes, it takes an expert to accomplish your #SparkGoals. Stacie is that kind of expert.

PROBLEM SOLVER

“Leave today better than you were when you walked in the door. Teach yourself, or teach somebody, something so you leave better for having been here for your shift.”

STACIE SWAYZE

JOB TITLE
Co-manager

STORE
3537 | Lakewood, Wash.

A fixer. Or maybe a pinch hitter. No matter how you put it, if a store in her market is struggling, **Stacie Swayze** is the person they send to get things back up and running smoothly.

Once, Stacie spent two weeks at a store that was temporarily without a manager. “The goal was to get them through Black Friday.”

Another time, she helped a store when the manager had a death in the family. “The regional manager was supposed to be there in four days, and the store had some opportunities. So, the team and I had to come up with an attainable plan to get us where we needed to be.”

She once went to a store where the manager was out with an illness: “I went in Nov. 1, and because of the holidays, we had to figure out how to get the store back to where it needed to be. There were something like 140 pallets on the floor.”

Stacie knew they had to fix it, so she said everybody’s going to deal with 10 pallets. “That’s our goal. We have 15 people here. Everybody kills 10 pallets. You do the math. We’ll be off the floor.”

Here, Stacie talks about how she helps associates at stores meet their goals—and offers some tips to help you meet yours, too.

What have you learned about achieving goals in your time with Walmart?

“Our company gives us a pretty good road map of what they want done. The first day I go into a store, I say, ‘Hey, this is what we’ve been asked to do. This is when we need to have it done. Tell me where you’re struggling so we can figure it out.’”

When you help at stores, what’s your plan for hitting goals?

“A lot of people can’t figure out how to begin. That’s where they get stuck. So you set smaller goals. ‘Today, we’re going to get staff spaces straight. Tomorrow, we’re going to get all the pricing right.’ You set realistic goals, and soon people buy in.”

How do you get everyone on board with achieving the store’s goals?

“Once associates see it can be done, they start to trust the process. No one comes to work wanting to fail. They just need to know that somebody has their back, but there’s going to be somebody there to hold them accountable.”

What’s your best advice for those who want to achieve goals in their careers and in their personal lives?

“I just always tell my associates in any store that I go into: ‘Leave today better than you were when you walked in the door. Teach yourself, or teach somebody, something so you leave better for having been here for your shift.’”

1

Set the level.

What needs to be done?

2

Set realistic smaller goals.

Figure out what can be done.

3

Take that first action.

Determine where to begin.

4

Do the next task on the list.

Everything else will start falling into place!

GETTING STARTED IN ACHIEVING GOALS

Increased annual revenues from

\$16 BILLION

in the fiscal year ending
Jan. 31, 1988,

to approximately

\$165 BILLION

in revenues in the fiscal year ending
Jan. 31, 2000.



Launched

**WALMART
SUPERCENTERS**

and expanded

SAM'S CLUB



REMEMBERING

DAVID GLASS



“

The way we make change happen is one associate at a time, one store or club at a time, a customer at a time. It is only on an individual basis that we can make things happen.

— David Glass



David Glass, who joined Walmart in 1976, passed away on Jan. 9, 2020, at the age of 84. He served as president and CEO of Walmart, Inc., from 1988 to 2000, leading the company through extraordinary growth.

In his remembrance, **Doug McMillon**, president and CEO of Walmart, writes, “Those of us who watched him closely frequently tell each other that he is the most under-appreciated CEO in the history of business. The results of the company and the choices he made set the company up for a long run into the future. He would often say, ‘We are just getting started.’”



Scan here to see
Doug McMillon's full
thoughts about David.

Walmart ANNIVERSARIES

Setting goals and committing to the work needed to successfully achieve them: These associates, celebrating decades-long careers with Walmart, personify that commitment to excellence and service.

FEBRUARY

55

STORE
associates

211

MARCH

97

LOGISTICS
associates

35

APRIL

110

HOME OFFICE
associates

16

40 YEARS

ALABAMA

ELIZABETH BADGETT
WM 809 | Oxford

DARRYL FIKE
WM 764 | Bessemer

CAROLYN IVEY
WM 329 | Anniston

REVA NEWMAN
WM 329 | Anniston

ARKANSAS

ROBERT CARR
HO 7893 | Bentonville

DONNA DUPAY
WM 160 | Ash Flat

PATRICIA GOFF
HO 9138 | Bentonville

THERESA KREIMEIER
WM 102 | Stuttgart

RICHARD MCKIM
WM 318 | Arkadelphia

TINA PELTZ
HO 9124 | Bentonville

JUANITA REAGAN
WM 76 | Berryville

KAREN SMITH
WM 126 | Little Rock

STEVEN SOREY
HO 10329 | Bentonville

CONNIE WHITE
WM 2686 | Bentonville

JULIE WOOLF
WM 318 | Arkadelphia

ILLINOIS

PENNY FINK
WM 199 | Lincoln

CAROL OVERTON
WM 343 | Taylorville

KIM PALOVCSIK
WM 201 | Belleville

KENTUCKY

LORETTA BROWN
WM 689 | Somerset

MELYNDA JOSE
WM 3363 | Owensboro

IDA SMITH
WM 719 | Richmond

MISSISSIPPI

RAY CLARK
WM 6964 | Horn Lake

MISSOURI

JO ARNOLD
WM 338 | Lamar

SUSAN ARNOLD
WM 837 | Thayer

MICHELLE BROWNING
WM 19 | Poplar Bluff

JANET GLICK
WM 5477 | Jefferson City

TERESA LAPE
WM 7072 | Cape Girardeau

DAVA MEDLEY
WM 69 | Festus

ANGELIKA ROUSE
WM 189 | Kirksville

LINDA SHEARER
WM 195 | Excelsior Springs

OKLAHOMA

PAMELA WORKMAN
WM 81 | Stilwell

PUERTO RICO

JUAN ROSARIO RIVERA
WMPR 5803 | San Juan

TEXAS

WILBURN BOLDEN
WM 211 | Hillsboro

EARNESTINE WASHINGTON
WM 293 | Navasota

Spotlight

45
YEARS

**JEFFREY
NECESSARY**

Walmart Supply Chain Manager,
Grocery Transportation
HO 6101 | Bentonville, Ark.



“

Regardless of your position—hourly or salaried—always put others first. Your team will support you if you support them.

9,350

Combined years of experience of associates celebrating 35 years or more with Walmart this quarter

20

Associates celebrating 35-year anniversaries in Mount Pleasant, Iowa, the city with the most this quarter

14

Associates hired on March 25, 1985, the busiest hiring date for associates of 35 years or more this quarter

35 YEARS

ALABAMA

KATHY ALLEN
WM 660 | Muscle Shoals

BRENDA BRITT CRITTENDON
WM 740 | Ozark

MARTHA CHANEY
WM 762 | Birmingham

KATHY FIRTH
HO 8085 | Mobile

MICHAEL GRADY
WM 740 | Ozark

PATRICIA HILL
WM 764 | Bessemer

EVELYN JOHNSON
WM 3386 | Springville

PATRICIA MAZE
LG 6006 | Cullman

JOEL MCKEE
WM 660 | Muscle Shoals

JANICE MCKINLEY
LG 6006 | Cullman

ANGELA PETERS
WM 740 | Ozark

BETTY ROBERSON
WM 433 | Huntsville

EDDIE SCOTT
WM 734 | Enterprise

MARK SMITH
LG 6806 | Cullman

ARIZONA

MARCIA WATSON
LG 6831 | Buckeye

ARKANSAS

TROY ALTOM
LG 6818 | Searcy

CYNTHIA ANTHONY
HO 9049 | Bentonville

DANNY BATCHELOR
LG 6818 | Searcy

SHELIA BIRDSONG
WM 5 | Conway

MICHAEL BLAND
LG 6018 | Searcy

SHERRY BROOKS
WM 125 | Fort Smith

KELLY CHASTEEN
LG 6094 | Bentonville

DIANE DIVINE
WM 289 | McGehee

PENNY GALLAWAY
WM 2431 | Searcy

RHONDA HARVEY
HO 8483 | Bentonville

GREGORY HEREKAMP
LG 6818 | Searcy

RICHARD IRBY
HO 8719 | Bentonville

VIRGINIA JONES
WM 83 | Magnolia

MIKE KRUSE
LG 9848 | Bentonville

BETTY MATLOCK
WM 261 | Hot Springs

MICKEY NICHOLS
HO 8080 | Bentonville

KATHY OWEN
HO 8826 | Bentonville

RETA ROBINSON
WM 157 | Searcy

RODNEY SCOTT
HO 9766 | Bentonville

BARBARA SIMONE
HO 9094 | Bentonville

DARELL SMITH
LG 6818 | Searcy

CLAY WELLS
LG 6818 | Searcy

RICK WRIGHT
WM 36 | Paragould

COLORADO

RICKY SPILLER
WM 1280 | Grand Junction

FLORIDA

DEBRA FEAGLE
WM 613 | Ormond Beach

MITCHELL HALL
LG 7038 | Fort Pierce

MARGARET MABIE
WM 547 | Plant City

TANYA PARRISH
WM 718 | Auburndale

PATRICK PERRY
WM 771 | Merritt Island

KURT PHILLIPS
WM 706 | Zephyrhills

NICKIE PRADAXAY
WM 5036 | Tampa

NORA PRUNTY
WM 725 | Haines City

SHIRLEY RAUGH
WM 771 | Merritt Island

BETTIE REESE
WM 580 | Bartow

LEROY RICHARD
WM 919 | Fort Walton Beach

BRENDA SUMMERS
WM 1536 | St. Petersburg

KIM WALKER
WM 3439 | Navarre

GEORGIA

ESSIE BARONE
WM 614 | LaGrange

ABBY FEILNER
WM 5252 | Loganville

JUNE MARTIN
WM 686 | Fitzgerald

ELIZABETH MUNGIN
WM 605 | Savannah

KATHY STEWART
WM 1070 | East Ellijay

SHARON THERBER
WM 1458 | Fort Oglethorpe

ILLINOIS

VICKIE BEROGAN
WM 830 | Rock Falls

LARONDA BRUSH
WM 422 | Robinson

MILDRED CATHEY
WM 1761 | Granite City

DEBBIE CRIFE
WM 317 | Vandalia

CHRISTINA CRIPPS
WM 216 | Marion

SCOTT DONLAN
LG 6092 | Spring Valley

MARLENE ESKRIDGE
WM 197 | Macomb

KATHERINE HYERS
WM 237 | Harrisburg

LINDA JENSEN
WM 636 | Princeton

DOROTHY KAHL
WM 334 | Carlinville

JUDITH KIERSNOWSKI
WM 636 | Princeton

GAIL PITTS
WM 198 | Salem

CATHY RICKMAN
WM 1690 | Decatur

KAREN SKAGGS
WM 636 | Princeton

NORINE TOWNSEND
WM 636 | Princeton

LISA WARNER
WM 481 | Mattoon

LESLIE WAUGAMON
WM 636 | Princeton

INDIANA

MARTHA SINNETT
WM 492 | Vincennes

DANA VOYLES
WM 1676 | Tell City

IOWA

RENEE BAKER
LG 6809 | Mount Pleasant

TAMMY BARNES
LG 6009 | Mount Pleasant

ROGER BEACHY
LG 6809 | Mount Pleasant

TERRI CARTER
LG 6009 | Mount Pleasant

LEONARD CLOKE
LG 6009 | Mount Pleasant

LAVERNE FAULKNER
LG 6009 | Mount Pleasant

LONNIE GLASPIE
LG 6009 | Mount Pleasant

SHERRIE HAAG
WM 810 | Mason City

MARK HALL
LG 6009 | Mount Pleasant

JANICE HOCHSTEIN
WM 810 | Mason City

ROBERT IZZARD
LG 6809 | Mount Pleasant

BRENT JAPSEN
LG 6009 | Mount Pleasant

ERIC KNOTTNERUS
LG 6009 | Mount Pleasant

RON MAIRET
LG 6009 | Mount Pleasant

JEFFREY MEIEROTTO
LG 6009 | Mount Pleasant

AMY OVERTON
LG 6009 | Mount Pleasant

RHONDA PETERSON
WM 913 | Decorah

DONALD RICHENBERGER
LG 6009 | Mount Pleasant

SHERRY RILA
WM 784 | Mount Pleasant

JOLENE ROSENBALM
WM 581 | Marshalltown

PAMELA RUKGABER
LG 6009 | Mount Pleasant

PAULETTE WENKE
LG 6009 | Mount Pleasant

TAMMY WILSON
LG 6009 | Mount Pleasant

DARCIE WIXOM
LG 6009 | Mount Pleasant

KANSAS

SHERYL BOHANNON
WM 2893 | Independence

DONELLE BRUNGARDT
WM 770 | Great Bend

RUTHIE GULIFORD
WM 35 | Manhattan

PAMELA HASTON
WM 770 | Great Bend

CONNIE HERPICH
WM 993 | McPherson

LAWRENCE ROME
WM 664 | Hays

STARLA STOUT
WM 770 | Great Bend

BRENDA WHITED
WM 419 | Pratt

CRYSTAL WILSON
WM 341 | Marysville

KENTUCKY

BONNIE BOOKER
WM 709 | Elizabethtown

MELINDA BUTLER
WM 545 | Manchester

DARLENE DUNCAN
WM 701 | Owensboro

PATRICIA HALL
WM 729 | Bardstown

DONNA NEWTON
WM 701 | Owensboro

GWENDOLYN NEWTON
WM 1165 | Radcliff

WILLIAM ROLLEY
WM 294 | Central City

LAURA SWANER
WM 204 | Princeton

MONICA TOOKER
WM 709 | Elizabethtown

PATRICIA WILLOUGHBY
WM 584 | Dry Ridge

LOUISIANA

JUANITA BESSARD
WM 309 | Abbeville

CARL BOLDEN
WM 310 | Crowley

PRISCILLA GARY
WM 533 | New Iberia

SANDY GUIDRY
WM 310 | Crowley

TERRY HEBERT
HO 7896 | Slidell

FLORIA HOLMES
WM 98 | Bastrop

MICHELLE PITRE
WM 310 | Crowley

JOY POOLE
WM 331 | Sulphur

LORETTA RACHAL
WM 116 | Vivian

MINNESOTA

STEVEN SCHULTZ
WM 1020 | Albert Lea

GEORGE COCHRAN
WM 785 | Waynesboro

JEWEL DEXTER
WM 258 | Tupelo

BETRICE GREER
WM 105 | Corinth

GEORGIA HOSKINS
WM 205 | Philadelphia

BRENDA JACKSON
WM 112 | Starkville

LAVERNE JEFFERSON
WM 495 | Columbus

PAMELA MORROW
WM 501 | Laurel

LEON PAYTON
WM 258 | Tupelo

LAWANA ROYSTER
WM 708 | Vicksburg

PAMELA SHAW
WM 2717 | Hattiesburg

MAMIE WILSON
WM 1468 | Batesville

MISSOURI

MARIE DEPRIEST
WM 453 | Malden

KEITH EMMS
WM 1188 | Bridgeton

ROSEMARY GILLMORE
WM 2702 | Nixa

KERI HANER
WM 609 | Hannibal

SCOTT HARRISON
WM 453 | Malden

CURTISS KUKLAW
WM 914 | Cassville

GREG MARSHALL
WM 99 | Union

BONNIE MCGOWND
WM 88 | Mountain Grove

LINDA MITTENBURG
WM 219 | Sedalia

PETER SCHLUP
WM 159 | Columbia

PAMEL VAILLANCOURT
WM 2856 | Oak Grove

NEBRASKA

KURT BOGUS
WM 3395 | Grand Island

GREGORY BURMESTER
WM 776 | Fremont

DAVID CHRISTIANSEN
WM 645 | Norfolk

JUDITH DAVIS
WM 3267 | Omaha

RICK HAJEK
WM 776 | Fremont

MICHELE MCNEAL
WM 3278 | Lincoln

VICKI ROBINSON
WM 774 | Columbus

VELMA SCHLENDER
WM 774 | Columbus

LYNN STREHLE
WM 774 | Columbus

NORTH CAROLINA

LINDA COLE
WM 515 | Murphy

PAMELA STEWART
WM 1155 | Lumberton

OHIO

MICHAEL WIBERG
HO 6105 | Grove City

OKLAHOMA

GLORIA BERENGUER
WM 168 | Owasso

DONNA BIERBAUM
WM 207 | Cleveland

DAVID CIECIORA
WM 41 | Bartlesville

VICKI JACKSON
WM 129 | Ardmore

HELEN KAMPHAUS
WM 134 | Elk City

SANDRA MEDINA
WM 7308 | Norman

MARIA SEEWALD
WM 212 | Norman

RAE SHELLENBERGER
WM 231 | Ada

LISA SIMPSON
WM 360 | Cushing

CRYSTAL SMITH
WM 168 | Owasso

LINDA THOMAS
WM 360 | Cushing

INGEBORG VAN OSS
WM 227 | El Reno

DEBORAH WILSON
WM 123 | Seminole

PUERTO RICO

JOSE CALDERON
LG 6087 | Catano

ROBERTO ROJAS OYOLA
HO 9347 | Carolina

MILDRED SOTO BAEZ
WM 3682 | Luquillo

SOUTH CAROLINA

DORIS GREEN
WM 795 | Barnwell

DEBBIE WALKER
WM 795 | Barnwell

TENNESSEE

ROBERT ALDRICH
WM 272 | Franklin

LAVERNE ARMOUR
WM 4533 | Oakland

KIMBERLY BARR
WM 674 | Gallatin

MARY COOPER
WM 272 | Franklin

MARGARET CUNNINGHAM
WM 64 | Brownsville

LINDA HARRIS
WM 674 | Gallatin

SHERRY HOGAN
WM 304 | Springfield

GARY JACKSON
WM 688 | Nashville

KAREN ODOM
WM 672 | Alcoa

KAREN PHILLIPS
WM 4483 | White House

PATRICIA RILEY
WM 620 | Bristol

NANCY SWANGER
WM 678 | Newport

CATHERINE WATKINS
WM 175 | Collierville

JENNY WEDDINGTON
WM 735 | Winchester

TEXAS

DIANA CARDONA
WM 791 | Alice

GRACIE DOMINGUEZ
WM 2891 | Odessa

THOMAS FRANKLIN
WM 467 | Denton

LISA FRASER
WM 217 | Lewisville

MARJORIE FRENZEL
WM 4512 | Katy

JOSE GUEVARA
WM 3567 | Hidalgo

MICHAEL HAMPSON
WM 140 | Lufkin

IRENE HARDIMAN
WM 2123 | Texarkana

MARILYN HAYES
WM 610 | Stephenville

PAULA HERITAGE
WM 757 | Pleasanton

VERONICA HERNANDEZ
WM 504 | Galveston

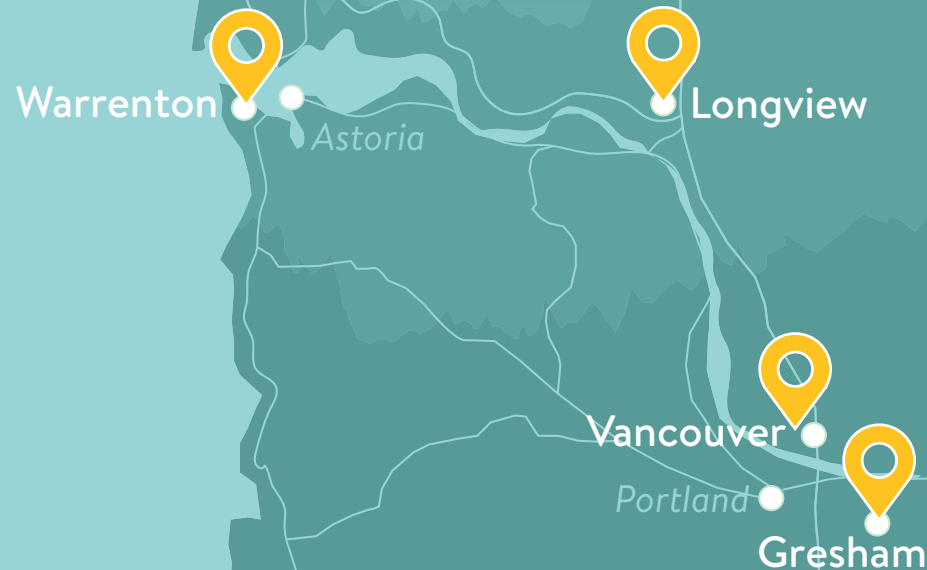
AVON HICKS
LG 6836 | Palestine

ON THE ROAD

Our goal with *Walmart World* is to shine a light on the amazing associates who make up this company, and help them share their stories. So before each adventure to visit stores, we hit up a market manager to find out where to go and whom to meet.

A recent trip took us to the Pacific Northwest, where **Tom McReynolds**, manager of Market 467, gave us enough intel for a five-day journey up the I-5 from Portland, Ore., to Seattle, Wash. We met associates with an amazing range of stories.

We are proud to share some of those stories with you (along with many other stories from across the country). And we can't wait to get out and meet many more of you soon!



STORE 3537 | LAKEWOOD, WASH.

We could have met **Stacie Swayze** at any of the stores in this market—she's touched so many over the course of her career (*Page 54*). Instead, we followed her along the quiet hills above the water to a quaint town just a short drive from Store 3537. This is a place she goes to escape, to recharge, and to just sit quietly and enjoy the beautiful views of the Sound.



NEIGHBORHOOD MARKET 3178 | GRESHAM, ORE.

We took a walk with **Reed Riewaldt** to find out how his perseverance and risk-taking led to an empowered team and increased sales on items not normally found in a Neighborhood Market (*Page 24*).



STORE 5861 | WARRENTON, ORE.

Store Manager **Kim Smith** and Betsy Johnson, an Oregon state senator, have been working together since before Store 5861 opened (*Page 36*), both with a commitment to the well-being of the port city of Warrenton, where we met so many people impacted by the store's courageous approach to hiring local talent.

MY

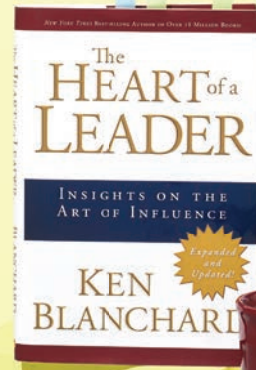
INSPIRATION

Here's what's driving these leaders and innovators to meet their #SparkGoals.



This book is one of my top recommendations. It has a great message and aligns with my message: 'We are in the people business, and we buy and sell merchandise.'

JERRY PEACOCK
Market Manager
Market 510
Phoenix, Ariz.



My grandma, Michela, inspires me every day. She immigrated to the U.S. from Italy when she was only 14, with the hope of giving a better life to future generations. Her bravery and sacrifice are something I'll never take for granted.

MARISA SERGI
Founder and CEO,
RedHead Brands
Youngstown, Ohio



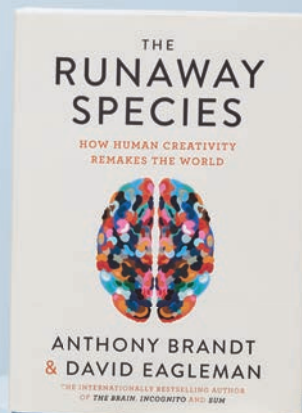
The *Therapy for Black Girls* podcast helped me stop thinking so much about a 'no' and tying it to a gender or race thing and ask myself, 'Did I put my best foot forward? Have I always seemed professional?' It really helps me direct and be an example for my daughters.

TRINA GRIER
Regional Human
Resource Director,
Region 6
Houston, Texas



The author is a neuroscientist. His message is that humans have made massive changes by indulging in big thinking. If we can get all of our associates thinking differently, thinking way beyond incremental, it can drive a lot of great ideas and make Walmart a powerhouse well into the future.

ANTON GROOM
Senior Director,
Global Business Services
Home Office
Bentonville, Ark.



GOAL-SETTING SHEET

NOW THAT YOU'VE SEEN HOW SOME ASSOCIATES HAVE ACHIEVED THEIR GOALS, IT'S YOUR TURN TO SET YOUR OWN GOALS.

Learn about breaking down goals into achievable parts (Page 25); then answer the questions below.

engage



SPECIFIC
What is your goal?
Is it clear and well-defined?



MEASURABLE
How will you track your progress and success?



ATTAINABLE
Is your goal achievable? What are some barriers to your success?
What can help you reach success?



REALISTIC
Based on the attainability of your goal, do you need to break it down to make it realistically achievable?



TIME-BOUND
What's your time frame? If you break down your goal into smaller subgoals, what is your deadline for each?

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

PUT A SPARK IN YOUR STEP

Sharing your talent and passion helps connect you with your team, customers, and work. Follow [@WalmartWorld](#) on social media to hear about the latest opportunities to bring *your* passion to work.

The members of **CODE S.P.R.K.** shared their talent and earned some amazing opportunities. Their latest single, "2020 Vision," is now available on major streaming services.

