

# CAREER GROWTH GUIDE



**NEXT**<sup>™</sup>  
DOOR & WINDOW

*Realize Your Vision*



# TABLE OF CONTENTS

CORE VALUES.....	PAGE 2
REIMAGINE YOUR PROFESSIONAL LIFE.....	PAGE 3
<b>WHY NEXT DOOR &amp; WINDOW</b>	
COMPANY VISION.....	PAGE 4
RED CARPET EXPERIENCE.....	PAGE 5
PROFESSIONAL & PERSONAL GROWTH.....	PAGE 6
<b>WHAT NEXT DOOR &amp; WINDOW OFFERS</b>	
BENEFITS.....	PAGE 8
TRAINING.....	PAGE 10



## OUR CORE VALUES

### *Relentless Customer Service*

Provide a world-class customer experience every time

### *Selfless Teamwork*

Focus on others to achieve our collective goals

### *Honesty, Integrity & Transparency*

Be true in what you say and what you do

### *Continuous Growth Through Innovation*

Find a better way every day

### *Fanatical Attention to Consistency & Detail*

Do what you do, exactly right every time



# A TOTALLY DIFFERENT APPROACH TO HOW WORK SHOULD BE



## *Reimagine Your Professional Life with Next Door & Window*

**With Next Door & Window, it is never just about the project** – It's about You, our team member, our most valuable relationship. We hire smart, creative, and hungry for knowledge individuals and understand that work has a huge impact on your life. You will be part of a flexible, diverse, and inclusive work environment while maintaining a family atmosphere.

**Our culture thrives** on transparency, selfless teamwork and constant growth through innovation. Regular surveys help to ensure your voice is always heard and that we are living those values.

**Everyone working at NDW loves helping others** and we are all driven by our unique values.

**Your constant learning and growth are extremely important** – that is why your personal and professional goals are clear and structured. Your professional development is critical to individual and team success and that is why we are constantly expanding the training opportunities available to you.

**Join us and work side by side with company leaders** and accomplish your personal and professional goals in a friendly, supportive atmosphere.

# COMPANY VISION



We believe home is the most important place on earth. Helping people improve the value, energy efficiency, and beauty of their homes is our passion. We have grown our business one customer at a time and we invite you to be a part of our movement to change the way home improvement is done. The opportunities are nearly endless and each day we strive to find a better way to serve our customers and our team by always creating a bigger and better future.

We are an entrepreneurial company where our people create value, take initiative, focus on results, have an ownership attitude, take action, and never give up. We are inspired to have you on our team as we welcome new possibilities and challenges to grow in new directions in all areas of business and life. If you share these qualities of an entrepreneurial culture, then Next Door & Window may be the perfect environment for you.

Each month and quarter you will see the company's goals and performance and how your efforts align with the results. Transparency is at our foundation and a quarterly goal review is a key component in creating alignment with our team performance. Join us in our mission to provide the ultimate home improvement experience and see what is possible.





## OUR RED-CARPET EXPERIENCE

Many people suffer from old, leaky, drafty windows and doors because the process can be overwhelming. Often, other companies are using high-pressure tactics making customers and salespeople uncomfortable.

We believe in an educational style, so we help our customers choose options that are best for them. We strive to develop a totally different approach to the window and door buying process. At Next Door & Window, our entire team believes that the process should not be stressful or confusing.

When you work with our team you will learn that we go above and beyond to help people find their perfect doors and windows without being pushy, and we treat our customers with respect and appreciation.

As a family-operated business, we strive to provide a world-class customer experience every time! That's why we offer multiple products, custom paint and stain options, expert installation, industry-leading warranties and great service both externally and internally.

Learn more about who we are by visiting our website [NextDoorAndWindow.com](http://NextDoorAndWindow.com).



# SET YOUR GOALS



**Lifetime Growth at NEXT Door & Window:** Achieving your goals and vision does not happen by accident. We are here to help you get over the hurdles that may be holding you back from reaching your goals. You have many important aspects of your life and sometimes they can be pulling in opposite directions. NDW understands you have many priorities, and we want to be your partner in creating a balanced approach to your life inside and outside of work. We will help you dream big and take action to make it happen.

**Structured Quarterly Conversations:** With 1 full Annual Review and 3 additional quarterly conversations (5-5-5) with your manager, you will have regular opportunities to discuss your Roles and Goals (rocks) to keep you on track. These quarterly conversations help keep us aligned and maximize your growth potential. Each conversation will end with solid action plans to ensure quarterly progress and stated outcomes.



**Empower Program:** Alongside company initiatives, we encourage each of our team members to create their own quarterly personal and professional development goals. Your growth is a priority here at Next Door & Window, and we can be your accountability partner to help create and share your development goals.

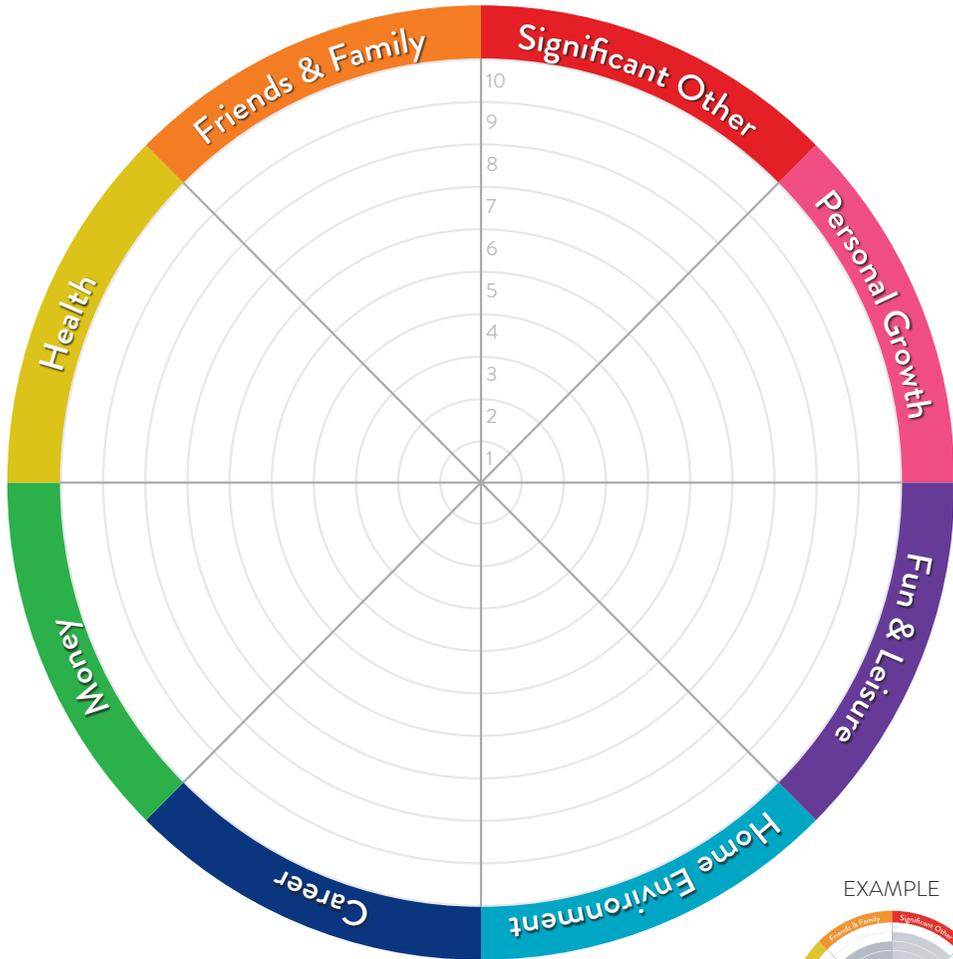
Our 1-year Challenge program allows you to be a part of small groups to share your goals and touch base throughout the quarter. We have seen amazing things happen outside the office by our team members. Fitness Challenges, learning new languages, 1000 outdoor hours are just a few of the achievements our team has shared. Whatever your goals may be, we want to help you achieve them.

**Elevate Program (Management Training):** If you want to go further to gain more management experience, the Elevate Program is a self-learning program at NDW. This program includes mastery of EOS (Entrepreneurial Operating System), Dale Carnegie Coursework, Outside Industry Events, Vendor Visits, Management books, and speaking/presenting opportunities. All our managers at NDW are required to complete this program.

**Dale Carnegie Communications Course:** This course gives you human relations skills to thrive in any setting. Increasing your confidence in interacting with others will gain the influence you need to reach new heights in your personal and professional life.



# WHEEL OF LIFE



EXAMPLE



**INSTRUCTIONS:** Fill in each section of the Wheel of Life to reflect your level of satisfaction on a scale of 1-10 (1 being very unsatisfied and 10 being completely satisfied).

Now pick 2-3 areas where you'd most like to improve. For each area, think about what you want to achieve. What does "success" in this area mean to you? **Write down your goals!**

For each of the 2-3 areas that you've identified, list 3 action steps you can take today or tomorrow to bring you closer to your goal.

Now that you have an action plan in place, take action each day! As you progress, you can repeat the exercise to check how you're doing and to remind yourself how far you've come.

# BENEFITS



## HEALTH CARE

Blue Cross Blue Shield of Illinois. 90 days after the date of hire. 5 different plans available including one HMO and 4 PPO plans. This is a pre-tax benefit with a bi-weekly contribution with NDW paying a portion for the employee and the family.

## DENTAL AND VISION

90 days after the date of hire. Available for both employee and family as a pre-tax, bi-weekly contribution where NDW pays 50% for employee and family.

## WELLNESS

Flu shot clinic on site. Employee Assistance program available on day 1 of employment.

## VOLUNTARY

Short-term disability, Long-term disability, and Life insurance are all available on a voluntary basis paid bi-weekly through payroll after 90 days.

## TIME OFF

Holiday, vacation, and sick time paid (all eligible after 90 days).

## FINANCIAL PLANNING & RETIREMENT BENEFITS

In order to help support you in your financial future, we provide a Vanguard 401K program that includes an annual Profit-Sharing Contribution. In addition, we hold annual learning opportunities for our staff to help educate them on the importance of saving and planning for future retirement.





# AND THERE'S MORE...



Team member recognition is not just a program for us, it is what we do every day to support and value each other. At Next Door & Window, we all believe in gratitude and appreciation.

An inclusive culture is at our foundation and we strive to create a happy, supportive, and productive environment in multiple ways.

- *Awards for outstanding customer reviews*
- *Sales and Service contests*
- *Recognition for individual accomplishments*
- *Referral rewards programs*
- *Philanthropy and community service*

Adding joy to the workplace helps us build strong teams and achieve all of our goals.

- *Company luncheons*
- *Holiday celebrations*
- *Teams socialize outside of work*

## PERFORMANCE INCENTIVES:

We have a value creation incentive system based on company performance. The company provides monthly and quarterly goal reviews for transparency into the process.



# TAKE YOUR CAREER TO THE NEXT LEVEL AT NDW!



NDW offers a comprehensive internal training program that can continue to grow your existing home improvement experience or launch your home improvement career. Our departmentally customized NDW University Program features:



- *Curriculums taught by Subject Matter Experts from inside and outside of NDW*
- *Folder tour that exposes the NDW process from start to finish*
- *Job shadowing for on-the-job training in the real world*
- *Off-site training conducted by our manufacturers in their respective factories*

In addition to NDW University, every employee has a Staff Mentor. This program is created to seamlessly onboard and acclimate new employees into the workplace and the culture of NDW!



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# SALES TRAINING

For those looking to elevate their sales careers, NDW is where opportunity will meet success. It doesn't matter if you are looking to break into home improvement sales or take your existing home improvement career to the next level, NDW is the place for you. Our comprehensive training program for the in-home sales representative role includes:

## CLASSROOM SETTING TRAINING COVERING:

- *NDW processes and procedures*
- *Our low pressure and high educational 10-step selling process*
- *Product and installation training taught by Subject Matter Experts*
- *Utilization of our fully integrated digital presentation and pricing platforms*
- *Role playing with peers to master selling techniques in a comfortable setting*

## ON THE JOB TRAINING:

- *Job shadowing in the field with experienced sales representatives, measure technicians and installers*
- *Showroom coverage shifts to work directly with NDW customers*



It is our focus to inspire you to see what is possible. Call **630-323-6398** or visit us at [NextDoorAndWindow.com](http://NextDoorAndWindow.com) to learn more about how to advance your career and life.





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