



Advancing leadership and vocational learning to support the growth of people, workplaces, and communities.

UPDATES AND CHANGES

New Courses - English

[Cashier – WIC Overview 1: About the Program](#)

(9 mins, Nov 2020)

[Cashier – WIC Overview 2: Participants Benefits](#)

(10 mins, Dec 2020)

[Cashier – WIC Overview 3: Within Your Store](#)

(9 mins, Jan 2021)

[Cashier – WIC Overview 4: WIC Checks](#)

(21 mins, Feb 2021)

[COVID – Conflict Resolution](#)

(9 mins, March 2021)

[Meat 4 – Product Knowledge - Pork](#)

(14 mins, Nov 2020)

[Meat 5 – Product Knowledge - Lamb](#)

(15 mins, Jan 2021)

[Meat Grinder](#)

(13 mins, Mar 2021)

New/Updated Courses – Spanish

[Acoso Sexual - Empleado CA](#)

(60 mins, Nov 2020)

[Acoso Sexual - Supervisor CA](#)

(120 mins, Mar 2021)

[OSHA - Normas para Comunicación de Riesgos](#)

(30 mins, Feb 2021)

[OSHA - Patógenos de la Sangre](#)

(1hr 45 mins, Nov 2020)

[OSHA – Programa de Bloqueo/ Etiquetado](#)

(14 mins, Feb 2021)

[Seguridad en la Tienda - Gerente -](#)

[Promociones y Comités](#)

(17 mins, Nov 2020)

[Venta de Tabaco](#)

(1hr 45 mins, Nov 2020)

What is in the Pipeline?

- Cashier – WIC Card at Start
- Cashier – WIC Card at End
- Meat Saw
- Food Manager FSS1-10 (Spanish)
- Alcohol Sales (Spanish)
- Deli – Product Identification (Spanish)

New Year, New Program!

This is a good time to take look at your program and update your learning plans.

Check our recommendations here:

- [2021 Maintenance \(checklist\)](#)
- [2020 Courses – New, Updated and Retired List \(course list\)](#)

Is Your Store Current with the Compliance Training?

Your team can easily meet the compliance training requirements and track completions using the online compliance courses:

Sexual Harassment | Alcohol and Tobacco Sales | Safety | Food Safety | Food Manager | Food Handler

Check the [course catalog](#) to see all compliance courses, including [Active Shooter Awareness \(6 min\)](#)

Resource Center

The Resource Center is an online collection of support materials and reference documentation to facilitate the implementation of the training program.



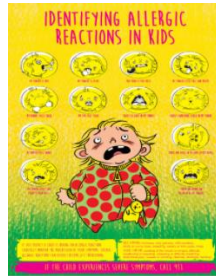
New Flyers (FREE!)

Promote your food safety initiatives and your department learning tracks. The department flyers are available in Word (.doc) files so you can tailor them to your store's learning tracks requirements. Visit the Resource Center's [Marketing Materials webpage](#) to view all the flyers available.

State Food Safety



Allergens



Kids Allergies



Cleaning In Place

Departments (eight bilingual tracks)



New Job Descriptions

How long has it been since the last update?

If it is time to review and update those old and outdated job descriptions, you can start downloading any or all of the 33 samples you will find in the [Getting Started - Administrator - Job Descriptions](#) course.

New Learning Plans

We have new and update learning plan to guide your selection of courses for your online training program. See the new learning plans in the course [Getting Started – Administrators – Learning Plans Templates in Word](#).

New Handout for New Students

Give your new students the upper hand with this *how-to guide* to use the online training:



Download the [PPT](#) and [PDF](#) versions @ the [Resource Center/Administrator How-To's](#)

LET'S RECOGNIZE THEM!



Every year we recognize the stores and students who make an amazing effort achieving the highest number of course completions out of our more than 10,000 stores and more than 275,000 users. They all received an achievement certificate. Please join us in recognizing them.

Top Stores USA*Store (completions)*

1. Niemann Foods/581 Springfield	(2,436)
2. Niemann Foods/572 Champaign	(1,751)
3. Niemann Foods/228 Springfield	(1,140)
4. Broulim's Afton #12	(1,118)
5. Niemann Foods/452 Charleston	(1,081)
6. Newport Ave. Market	(1,022)
7. Niemann Foods/518 Champaign	(957)
8. Rouses Market #74	(943)
9. Niemann Foods/329 Pontiac	(922)
10. Rouses Market #15	(916)

Top Students USA*Student (completions)*

1. Danny Smarr @ Ira Higdon Grocery Co.	(181)
2. Victor Kuleza @Ira Higdon Grocery Co.	(122)
3. Ken Ford @Ira Higdon Grocery Co.	(117)
4. Greg Mitchell @Ira Higdon Grocery Co.	(101)
5. Scott Yrle @Rouses Market #62	(72)
6. John Hennessy @GE Foodland	(57)
7. Carol Rabb @Rouses Market #62/#64	(56)
8. Melissa Russo @Grocery Start	(38)
9. Manoj Karkera @Free Retail Training	(36)
10. Lanette Degenstein @Chester's Markets/Lincoln Beach	(36)

Top Stores International*Store (completions)*

1. China – Guizhou HeLi Shopping Co./Zhazuo	(1,889)
2. China – Guizhou HeLi Shopping Co.	(1,857)
3. St. Lucia – Massy Stores/Waterfront	(874)
4. China – BuBuGao Trade Chain Co.	(660)
5. St. Lucia – Massy Stores/New Dock	(642)
6. St. Vincent – Consolidated Foods	(594)
7. Canada – Galleria Supermarket/York Mills	(570)
8. Bahamas – AML Foods Limited	(517)
9. St. Vincent – Super J IGA/Stoney Ground	(515)
10. St. Vincent – Super J IGA/Stoney Ground	(515)

Top Students International*Student (completions)*

1. St. Lucia – Cindy Wilson @Massy Stores/Waterfront	(314)
2. St. Lucia – Melerdin Isidore @Massy Stores/Sunny Acres	(204)
3. St. Lucia – Cathy John @Massy Stores/Waterfront	(183)
4. St. Lucia – Natasha Cenac @Massy Stores/Waterfront	(169)
5. St. Lucia – Kimasha Remy @Massy Stores/New Dock	(159)
6. St. Lucia – Nancy Joseph @Massy Stores/Cul De Sac	(129)
7. St. Lucia – Kesha Augustin @Massy Stores/Waterfront	(127)
8. St. Lucia – Colinda Eugene @Massy Stores/Rodney Bay	(119)
9. St. Lucia – Skeeter Modeste @Massy Stores/New Dock	(117)
10. St. Lucia – Crescentia Clarke @Massy Stores/Boulevard	(117)

Corporate Training Organizations*Organization (completions)*

1. Australia – Metcash	(176,753)
2. Sri Lanka – Cargills IGA/Albert A. Page Institute	(21,488)
3. Brasil – APAS/Associação Paulista de Supermercados	(20,696)

2020
Total Number of Completions

379,000

Congratulations! "My Tips" Winners

October

- Nikia Scott, *Harvest Market/Champaign*
- Cyril Crutchfield III, *Rouses Market #70*

November

- Cary Jones, *Mitchell Grocery Corp*
- Sandy Stout, PHR, *Harps Foods*

January

- Jordyn Metcalfe, *Metcalfe's Markets – Hilldale*
- Connor Owens, *Harvest Market*

February

- Dominick Naegele, *Super Saver/48th & O*
- Sierra Sterrett, *Chester's Thriftway*

College Credit Validation Webinar



Webinar: Supporting Your Goals through Education at American Public University

APU and **Retail Learning Institute** work together to offer you flexible and affordable online courses, certificates and degree programs. Join us in as we discuss online learning, career services, the tuition grant, no-cost ebooks, and answer any questions you may have. [Register here.](#)

Invite your team to join us **Wed. May 5 at 10:00 am CT**

The Instiute is Bilingual Hablamos tu idioma... español

El Instituto ofrece cursos y servicios en español. Tenemos los cursos, materiales de apoyo, y todo lo que necesitas para tu programa de capacitación en línea en tu idioma.

Me puedes llamar al (773) 695-2636 o escribir a avelazquez@igainc.com

Ana Velázquez
Learning Solutions Director

Welcome to Our New Members

Supermercados El Rancho
Garland, Texas (30 stores)



Leppinks Food Centers
Western Michigan (6 stores)



Busch's Fresh Food Market
Southeastern Michigan (16 stores)



From the President's Desk

Customer Experience is the current retail battlefield. As we all know providing great customer service has been proven to increase shopper satisfaction, increase returning customers, profits and improve the store's reputation. According to the Association for Talent Development (ATD), organizations that invest in employee development see a higher income per employee.



Paulo Goelzer, PhD
President and CEO
IGA Coca-Cola Institute



It's what you learn after you know it all
that counts."
Harry S. Truman



DID YOU KNOW?

Every year we add new courses and retire outdated versions of courses.
 What to do with your Learning Plans?

Update an LP or create a new one?

If you decide to **update your LP by adding courses**, this is what it means to the users' records:

- **Completion Status** - the LP status for students that are 100% completed will be changed to incomplete and the % of completion reduced because there is a new course(s) requirement that the student now has to complete.
- **Certificate** - students that completed 100% of the LP, will keep their original certificate. Even if they complete the new requirements, their LP certificate will not change.
- **Completion Dates** – once they complete the new requirements the new completion date will show in the reports and in their My Account /Courses. The record of previous completions will not be stored in the system.

You can **create a new version of your LP**, i.e. *2021 Compliance*, or *Cashier v3*. If you reassigning people to the new LP, any course they already completed will be marked complete in the new LP.

If your intention is **to maintain the same exact certification** for all, updated the LP.

Removing courses from an LP has not impact on the users records, other than having less required courses.

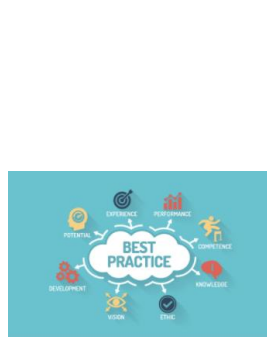


TAKE YOUR CAREER TO THE NEXT LEVEL ATTEND VIRTUALLY!

Join the 2021 International Supermarket Management Class, attend virtual instructor-led classes safely and still share the experience with your classmates.

Do you want to foster a culture that delivers efficiency, great service, and innovation? Then, this program is for you! Here is your opportunity, attend the virtual ISMC.

- [Visit the 2021 ISMC Virtual Class webpage](#)
- [View the program flyer](#)
- [Register here](#)



HR's Best Practices

NEW!

Learn more about Recruiting, Retention, and Training.



Branding - Driving Sales through Differentiation

NEW!

Learn to Identify the areas where you can effectively differentiate and position your brand to win, Use competitor depositing to help shoppers choose your store over the competition and Reposition your brand for success when the marketplace and shopper needs change



Family Business

NEW!

Learn more about Prospering from the Founding Generation to the NextGen, Continuing to prosper in the Cousin Generation and beyond and Family compensation best practices.

You Are Invited!

[Subscribe & Join](#)

Join the **Administrator's Share Group**

Subscribe to receive the **Institute News**

Do you have an idea for a course or best practice to share?

Share your ideas and best practices with your learning community.
 We will publish it in our next newsletter.

(see our contact information at the end of this newsletter)

The Institute Family of Corporate Universities



Contact Us!

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