



WE TURN 10!
Newsletter

Time flies by! Ten years ago, we reached two important milestones in our learning journey, we launched the Retail Learning Institute, opening the IGA Coca-Cola Institute—founded in 1988—to all Independent Retailers. That same year 2011, we also partnered with NGA to offer the training to their members. A big **THANKS** to all retailers who have entrusted us with their training initiatives and to the organizations that have supported our efforts, especial kudos to our sponsor *The Coca-Cola Company!*

COURSE UPDATES AND CHANGES

New Courses – English

- [Meat - Tenderizer](#)
(8 mins, March 2021)
- [Meat - Bandsaw](#)
(16 mins, March 2021)
- [Meat - Equipment and Safety](#)
(15 mins, April 2021)
- [Cashier - Tobacco Sales Compliance](#)
(1 hr. 45 mins, May 2021)
- [Produce Clerk 1 - Job Overview](#)
(8 mins, June 2021)
- [Meat - Knife Safety](#)
(20 mins, July 2021)
- [Diversity and Inclusion](#)
(20 mins, August 2021)

Updated Courses – English

- [Introduction to Food and Health](#)
- [Promotions and Merchandising](#)
- [Bakery - Manager](#)
- [Produce Clerk - Produce Knowledge](#)

New Courses – Spanish

- [Covid - Resolución de Conflictos](#)
(9 mins, April 2021)
- [Deli - Conocimiento del Producto](#)
(30 mins, June 2021)
- [FSS1 - Enfermedades Transmitidas por Alimentos](#)
(30 mins, June 2021)
- [FSS2 - Cadena de Distribución de Alimentos](#)
(35 mins, August 2021)
- [Seguridad en la Tienda – Reporte e Investigación](#)
(30 mins, September 2021)

Updated Courses – Spanish

- [Recepción](#)
- [Servicio al Cliente - Soluciones que venden](#)
- [Servicio al Cliente - Interacción](#)
- [Servicio al Cliente - Fundamentos](#)

What is in the Pipeline?

ENGLISH

- Produce Clerk 2 - Produce Science
- Produce Clerk 3 - Produce Operations
- Produce Clerk 4 – Displaying
- Meat – Cleaning and Sanitation

ESPAÑOL

- Seguridad en el Uso de Cuchillos
- Diversidad e Inclusión
- FSS3 – Control de Tiempo y Temperatura
- Venta de Alcohol (update)

Do you need a course or content?

Let us know. If we have it, we can help you find it. If we don't have it, we can add it to the pipeline.

Resource Center

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



Course Catalog new look

We highlighted the courses we recommend as core courses for your online training program.

See the courses' recommendations for onboarding, compliance, departments/positions, managers and supervisors and special series.

Don't miss those important annual compliance courses!

COMING SOON!

Updated Getting Started – Administrator course

We are adding videos that will show you step-by-step how to manage and trouble-shoot students accounts, reports, and more.

Check the first videos that will be available in the course here:

[View the videos here](#)

NEW! GETTING STARTED – ADMINISTRATOR HANDOUT

Review the basic functions that you can perform from your administrator account. Download the Getting Started – Administrator handout and keep as a reference.

- [Download as PDF](#)
- [Download as PPT](#)

Tip:

Tailor this handout for your administrators with your logos and instructions specific to your organization.

Find it in the Resource Center / Administrator's How To's / Handout section



Remember there is a version for students the upper hand with this **how-to guide** to use the online training. [Download the PPT and/or PDF @ the Resource Center/Administrator How-To's](#)

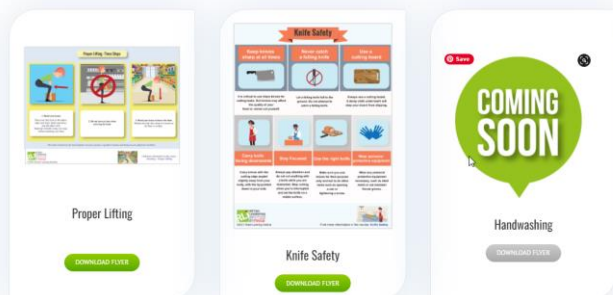
New Learning Materials

We have added job-aid, handouts, and posters that reinforce the courses content. You can download and tailor these materials for your store.

Find them in the Resource Center.

Go to: [Learning Materials in the Resource Center](#)

Job Aids

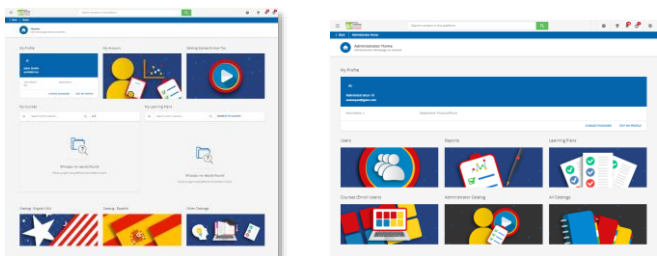


Update your Interface

You have the option of two distinct interfaces, one for students (*left*) and another for administrators (*right*).

Request the new interface for your program free of cost.

Just send an email to avelazquez@igainc.com requesting the change with the date when it to take effect.



New Administrators' How To videos

We have six **new short videos (2-3 min.)** that show how to do important program administration tasks:

- [How To – Export a users' list](#)
- [How To – Inactivate a user](#)
- [How To – Move an inactivate user to my Inactive folder](#)
- [How To – Change enrollment validity dates](#)
- [How To – Move multiple users from one store to another](#)
- [How To – See how much time a user has been in a course](#)

You Are Invited!

Join the Administrators Share Group 1st Meeting

On October 12 at 10:30 am CT, join for the kick-off. We will setup the agenda and guidelines for the group. This is your opportunity to learn from your peers, share successes, and influence new areas of development.

All are welcome to [register and participate](#).

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*



Follow us on Social Media!

An easy way to stay informed, where you prefer to get your information. Once a week we will showcase all-across the social media landscape what new with program: new courses, system updates, tips and how to's to answer your questions. Follow us!

[Facebook](#) – Like and Follow for the most the recent news.

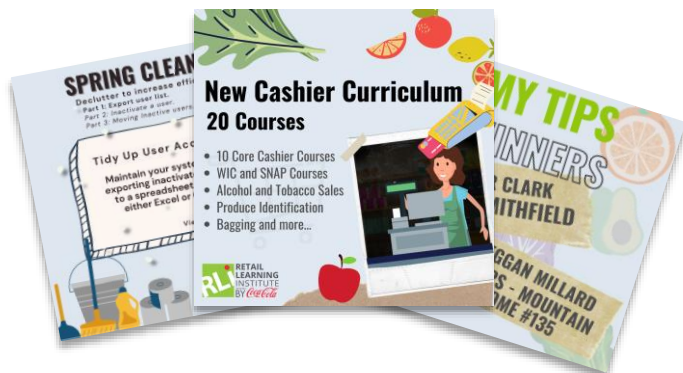
[LinkedIn](#) – Connect with us professionally and stay up to date.

[Twitter](#) – Retweet our latest LMS shortcuts and go to tips.

[Vimeo](#) – Watch and learn about system how-to's and other great topics.

[YouTube](#) – Admin view our quick how to videos and other system tips.

[Instagram](#) – Double tap on our latest courses and system updates.



CONGRATULATIONS! “MY TIPS” WINNERS

March

- Cole Simmons, *Harps - Newark #149*
- Lane Pierce, *Bratcher’s Market*

April

- Devin Burns, *Harps - Noel #171*
- H.B Kincaid, *Carlie C’s of Cedar Creek LLC*

May

- Camber Clark, *Lee’s Smithfield*
- Meggan Millard, *Harps - Mountain Home*

June

- Alijah Keys, *Rouses Market #40*
- Paige Goodmansen, *Broulim’s Fresh Foods*

July

- Nicole Polk, *Rouses Market #37*
- Joseph Lawson, *Harps – Fredericktown*

August

- Parker Trevisanut, *Broulim’s – Rigby*
- José M. Valderrama - *Supermercados El Rancho*

The Institute 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

You Are Invited! Subscribe & Join

Join the **Administrator’s Share Group**
Subscribe to receive the *Institute News*

The Institute Family of Corporate Universities



Contact Us!

info@retaillearning.org

773.695.2611

8745 W. Higgins Rd. Suite 350,
Chicago, IL 60631

WELCOME TO OUR NEW MEMBERS!

Pyramid Foods | Rogersville, MO (37 stores)



Busch’s, Inc. | Saline, MI (18 stores)



Supermarket Operations | Natchez, MS (7 stores)



Vicente’s Supermarket | Brockton, MA (3 stores)



Natural Foods Market | Johnson City, TN (1 store)



T&R Market | Gallup, NM (1 store)



Inner-City Muslim Action Network | Chicago, IL (1 store)



Market Plus | Enfield, NC (1 store)



It’s what you learn after you
know it all that counts.”
Harry S. Truman

