

INSTITUTE NEWSLETTER Q2 - 2025

We're excited to bring you the latest updates and news from the Retail Learning Institute. Here's a glimpse of what's been happening!



Courses

*What's new and updated?
English*

- Tomatoes (new)** - (10 mins, January)
- Payment Card Industry Compliance - Cashier** - (12 mins, January)
- Food Traceability Basics** - (13 mins, January)
- Mushrooms** - (13 mins, Jan)
- Customer Service - The G.R.E.A.T. Approach** - (5 mins, February)
- Customer Service - The G.I.V.I.N.G. Approach** - (10 mins, February)
- Store Safety - Shopping Cart Retrieval** - (14 mins, March)
- Food Safety and Sanitation Basics - Food and Equipment Contamination** - (10 mins, March)
- Food Safety and Sanitation Basics - Handling Procedures** - (5 mins, March)
- Food Safety and Sanitation Basics - Hygiene Practices** - (5 mins, March)
- Bagging**
- Food Safety and Sanitation Basics - Handwashing** - (3 mins, May)
- Food Safety and Sanitation Basics - Cleaning High Touch Surfaces** - (5 mins, May)
- Potatoes (New)** - (12 mins, May)

Courses

*What's new and updated?
Spanish*

- Carnes - Picadora (Moledora)** - (17 mins, January)
- Cajero - Cumplimiento de Estándares de Tarjetas de Pago (PCI)** - (17 mins, February)
- Seguridad en la Tienda - Operación del Extintor de Incendios** - (20 mins, February)
- Cajero 2 - Procedimientos Durante el Cambio de Turno** - (18mins, May)

COMING

SOON

English

Introduction to the Food Retail Industry
Professionalism - Communication

Spanish

Servicio al Cliente - Asistir a Clientes con Discapacidades

Cajero 3 - Proceso de Pago: Efectivo y Cheque 23m

Equidad 13m



MyTips Winners

January

Kyle Flickinger
Kennie's Marketplace

February

Shannon Szczuka
Straub's Fine Grocers

March

Erin Reilly
Chester's Market (Thriftway)

April

Pamela Verrett
Rouses Market #59

May

Evelyn Harju
Busch's, Inc

WELCOME NEW MEMBERS

Clark's Market - 11 stores



McDaniel Family Investments - 8 stores



Fairplay Foods- 19 stores



Pyramid Foods - 34 stores



Savi Provisions - 1 store

Staub's Fine Grocers - 4 stores



FROM THE PRESIDENT'S DESK:

Managers' Critical Role in Employee Development Through Online Learning in Grocery Retail

In grocery retail, success depends on operational excellence, customer service, and teamwork—all of which require well-developed personnel. E-learning is a valuable resource, but managers bridge the gap between knowledge and performance. When retailers equip and expect managers to be learning leaders, online training becomes more than just digital material; it serves as a driver of growth.

It is the manager's responsibility to reinforce, contextualize, and coach what was taught online. Whether it's food safety regulations, product knowledge, or customer service skills, staff need reinforcement through real-world application. Managers act as interpreters, connecting digital modules to day-to-day store operations. Great store managers schedule training time into shifts, track progress, recognize and reward completion, and use coaching to close learning gaps.

A learning culture is created on the floor every day—not just on a screen. Managers who encourage learning, share what they're learning, and integrate training moments into conversations foster a culture where development is an integral part of the job rather than an afterthought.



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

Check out some our Featured Courses:



Safety

- Active Shooter Awareness - Supermarket
- Sexual Harassment - Supervisors
- Store Safety - Floor Monitoring
- Store Safety - Cleanliness and Sanitation
- Store Safety - Crisis and Emergencies
- Store Safety - Illnesses and Accidents
- Store Safety - Fire Prevention
- Store Safety - Promotions and Committees
- Store Safety - Reporting and Investigation

Finance

- Finance - 10 Basic Retail Math Formulas
- Finance - Balance Sheet
- Finance - Basic Retail Math
- Finance - Inflation Basics
- Finance - Inventory Management
- Finance - Labor Costs and Calculations
- Finance - Profit and Loss
- Finance - Reducing Labor Costs
- Finance - Shrink

Leadership

- Emotional Intelligence
- The Leadership Challenge
- Management Best Practices
- Retention and Turnover
- Hiring and Training
- Introduction to Supervisory Skills I
- Introduction to Supervisory Skills II

**COMING
SOON**



Carey P. Berger, JD, CLU ChFC
The BSR Group, Inc.
www.bizcrossroads.com



Succession Planning – the continuation of your success
Prepare for the future with confidence.

Succession planning is about building the best possible future for yourself, your family, and your organization. Too often, it's misunderstood as something only relevant in times of crisis or retirement "I'm too young to worry about that". In reality most of the same tools and designs thought of as "death planning" serve while you are very much alive.

Focused specifically for owners and members of their executive team as they address the big questions in business and family. These upcoming courses will break down the essentials of succession planning in a way that's practical, positive, and relevant to real world leadership – for today and someday. Just a few of the topics include:

- Identifying tracking and growing value
- Protecting against liability
- Tax planning
- Leadership development and continuity

Stay tuned – we're excited to bring these tools and strategies to your fingertips.



Steve Black
Founder/CEO



Direct from a 48-year veteran in the grocery business, comes an online learning solution to unite your teams in a way that will revolutionize your business.

"We are in the people business – and just happen to sell groceries." When our daily behaviors are consistent, fair and inspiring, you'll have happier team members, happier customers and happier vendor relationships. All which produce healthier business results.

This new online Masterclass (Based on his national best seller – The 5 Rules) will be available soon on the Coca-Cola/IGA platform.

Contact Steve for implementation, pricing and other options.
steve@abrighterday.life and read more on
<https://5rules.online/masterclass>

Paperback books and audiobooks available (wherever you buy books) in English and Spanish.

Steve is an NGA Endorsed Leadership Coach and a monthly contributor on Leadership for The Shelby Report.



Retail Learning Institute

8745 W. Higgins Rd. Ste. 210
Chicago, IL 60631
773-695-2611
info@retaillearning.org
[Contact Us form](#)



SAVE THE DATE



Attention, future supermarket leaders! The 2026 Supermarket Management Class is approaching soon. Immerse yourself in an environment where you'll learn, network, and become a leader in the industry.

**Secure your spot now and advance your career to new heights.
Register early and save \$400!**

LEARN MORE



From April 28 to May 2, 2025, the Retail Learning Institute held its annual Supermarket Management Class at The Coca-Cola Company Headquarters in Atlanta, Georgia, with 75 attendees from the U.S., Philippines, and Trinidad and Tobago. The program aimed to enhance leadership skills for supermarket owners, managers, and upcoming leaders, promoting cross-cultural exchange and collaborative learning away from daily operations.

**Take a look at the recap from
the 2025 Supermarket Management Class here:**

LEARN MORE



Online Courses Retiring:

The following courses have been retired:

- Loss Prevention I
- Loss Prevention II
- Key U.S. Supermarkets
- Food Safety & Sanitation Basics
- Customer Service

Please update your learning plans to ensure a smooth transition. We're committed to providing relevant and practical training content. Thank you!



We're honored to be featured by Abastos Magazine!



At the Retail Learning Institute, we're proud to support Hispanic grocers through accessible, high-quality online training programs that empower their success and growth. Thanks to Violeta Montes de Oca for shining the spotlight on the Institute!

[Read the article here.](#)



Digital Learning for Real Life Making Quality Higher Education Within Reach

Thanks to a partnership with American Public University (APU), eligible Retail Learning Institute members have access to an exclusive 15% tuition grant.

And at APU, everyone enjoys \$0 application fees, \$0 undergraduate eBooks, and 0 entrance exams. Throw in 200+ online programs (with monthly course starts) taught by expert faculty, and advancing your education becomes both flexible and accessible.

Take the Next Step: APUpartners.com/RLI



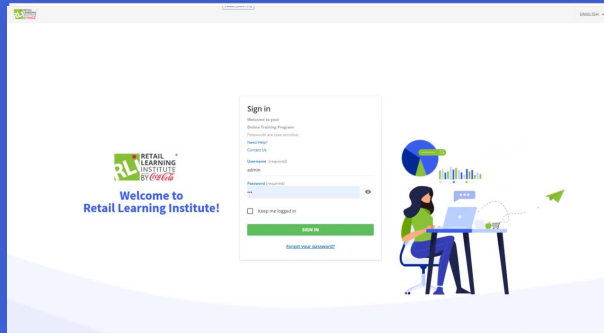
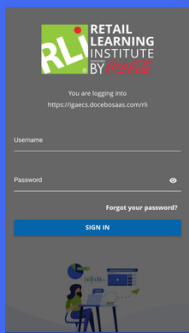
All users at the Institute can receive a 10% tuition grant and a seamless transfer to the American College of Education (ACE) thanks to our partnership!

Students with a certificate of completion from the Institute are eligible for a seamless transfer of six credits toward ACE's B.S. in Business Administration and Leadership.

The mission of American College of Education is to deliver high-quality, affordable and accessible online programs grounded in evidence-based content and relevant application, preparing graduates to serve, lead, and achieve personal and professional goals in diverse, evolving communities.

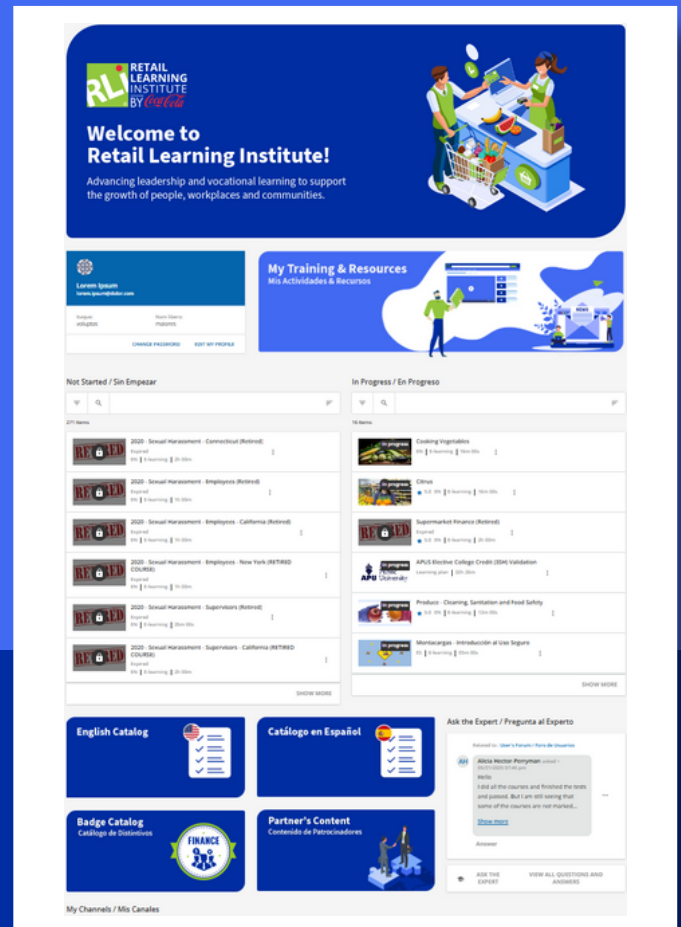
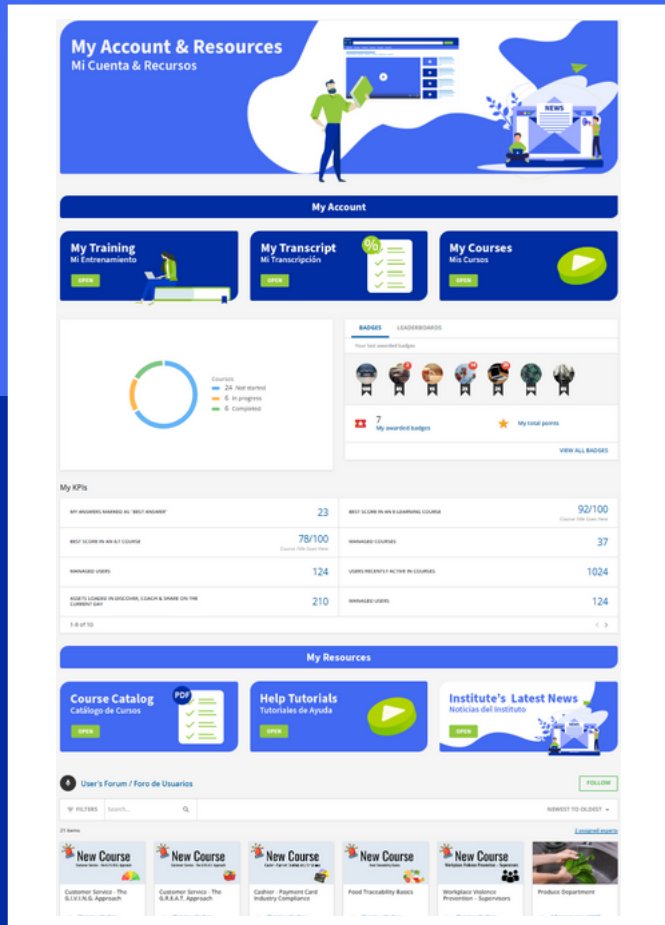
To learn more about your benefits and the B.S. in Business Administration program, email: Peggy Burke-Miles at peggy.burke-miles@ace.edu.

INTRODUCING OUR NEW DOCEBO USER INTERFACE COMING SOON



LOGIN Desktop and Mobile

HOME/INICIO



MY TRAINING & RESOURCES

INSTITUTE PARTNERS



Our programs are enhanced by valuable contributions from our partners. They generously share their learning resources either free of cost or at discounted rates for the exclusive benefit of our learning community. Take a moment to get to know them!

Click on each logo to learn how they are contributing.



Interested in supporting the growth of independent retailers? We are listening!