

INSTITUTE NEWSLETTER Q3 - 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*

- OSHA - Bloodborne Pathogens** - (20 mins, May)
- Food Safety and Sanitation Basics - Cleaning High Touch Surfaces** - (5 mins, May)
- Potatoes (New)** - (12 mins, May)
- Stocking - Process** - (12 mins, August)
- Cabbages (New)** - (8 mins, August)
- Squash and Pumpkins** - (17 mins, August)
- Onions (New)** - (13 mins, September)

Retired Courses

- Cabbage Family Vegetables** - (30 mins, August)
- Squash** - (60 mins, September)
- Leafy Greens** - (60 mins, September)
- IGA Exclusive Brands** - (30 mins, September)
- Welcome to Online Training for Managers** - (30 mins, September)
- Avocados** - (60 mins, September)
- Cucumbers** - (45 mins, September)
- Stalks** - (45 mins, September)

Courses

*What's new and updated?
Spanish*

- Profesionalismo - Básicos** - (14 mins, July)
- Seguridad Alimentaria y Saneamiento - Contaminación de Alimentos y Equipo** - (18 mins, July)
- Seguridad Alimentaria y Saneamiento - Prácticas de Higiene** - (10 mins, Aug)
- OSHA - Patógenos Transmitidos por la Sangre** - (14 mins, Aug)
- Seguridad Alimentaria y Saneamiento - Procedimientos de Manipulación** - (10 mins, Sep)



- English**
- Professionalism - Communication
 - Fresh Herbs
 - Cooking Greens
 - Cabbages
 - OSHA Hazard and Communication Standards

- Spanish**
- Prevención de Pérdidas - Servicio al Cliente
 - Prevención de Violencia en el Trabajo - Supervisores
 - Seguridad en la Tienda - Recolección del Carrito de Compras



MyTips Winners

June

Nicholas

Uwajimaya Corporate

July

Jason Nott

HARPS - Shirley #520

Robert Yeaman

Crop's Fresh Marketplace

August

William Davis

HARPS - Shirley #520

WELCOME NEW MEMBERS

Massy St. Lucia - 15 stores



Renfro's Market - 6 stores



Carrollton Sanders - 4 stores



Taco del Sol Inc - 1 store

Krasdale - Corporate University



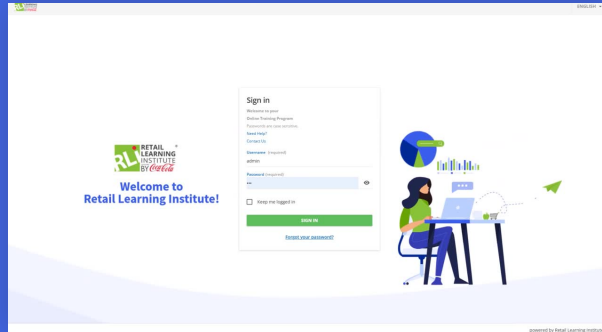
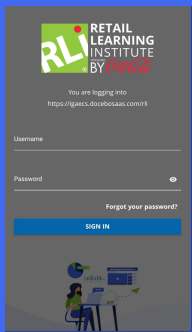
The Markets - Corporate University



PREMIUM JUST GOT BETTER!

SLEEKER & INTUITIVE NEW USER INTERFACE! NOW AVAILABLE!

LOGIN Desktop and Mobile

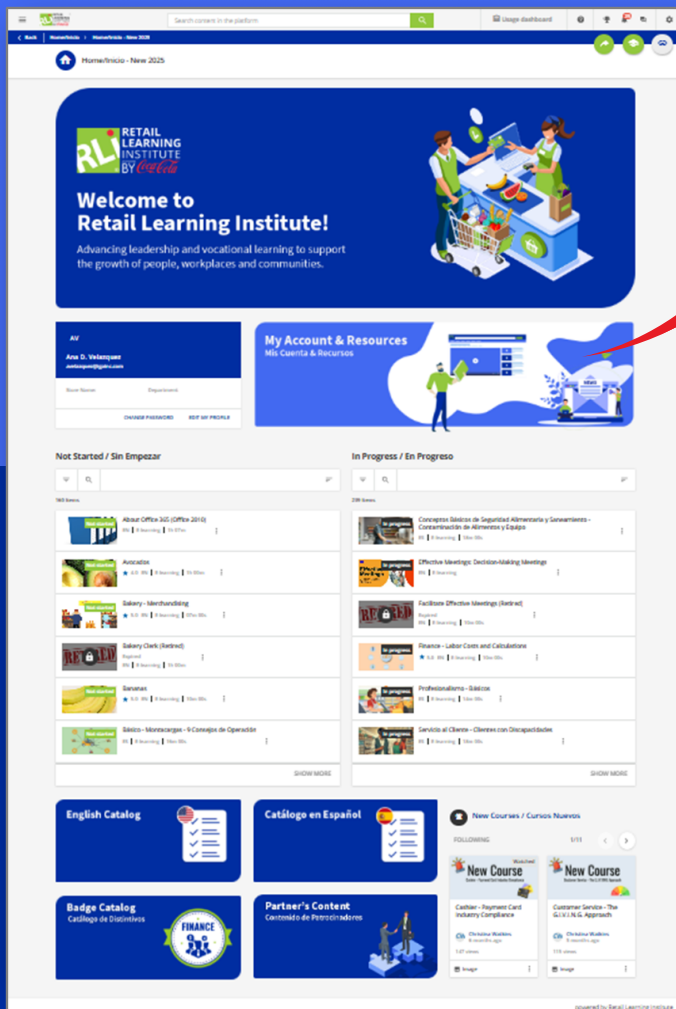


Download
the New
Interface
Handout

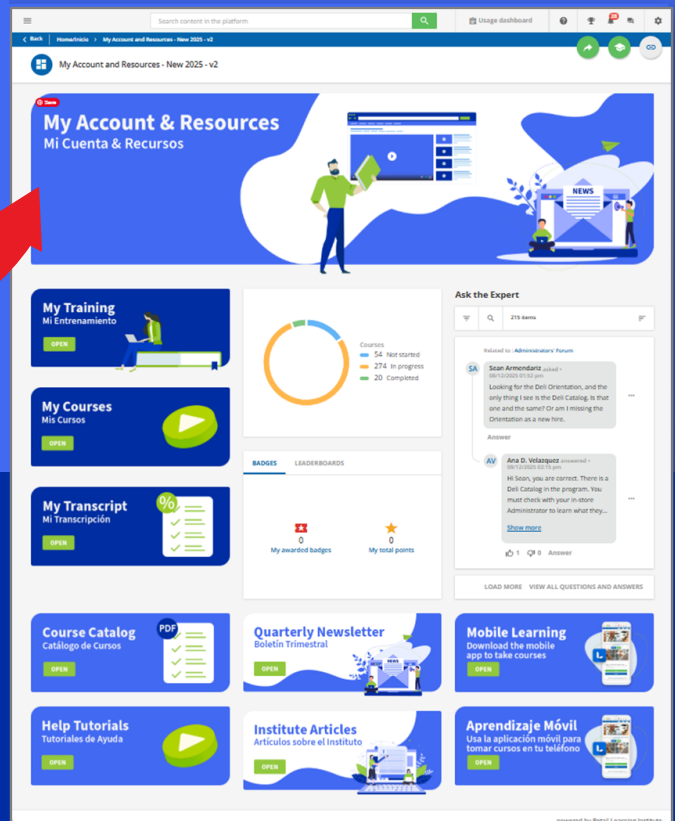


Use the handout as a guide to navigate the program for your new new learners.

HOME/INICIO



MY ACCOUNT & RESOURCES

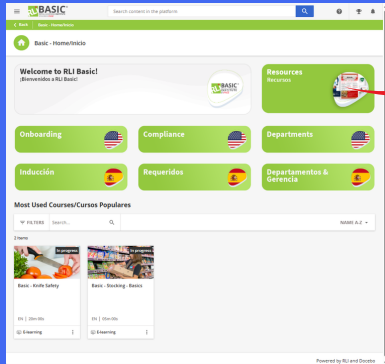


Call us, email us...
Let us know what you and
your learners think about the
new interface.

BASIC

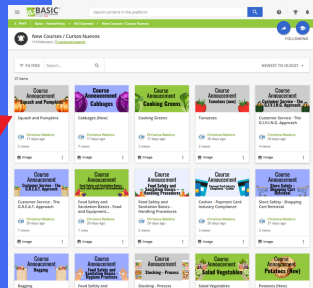
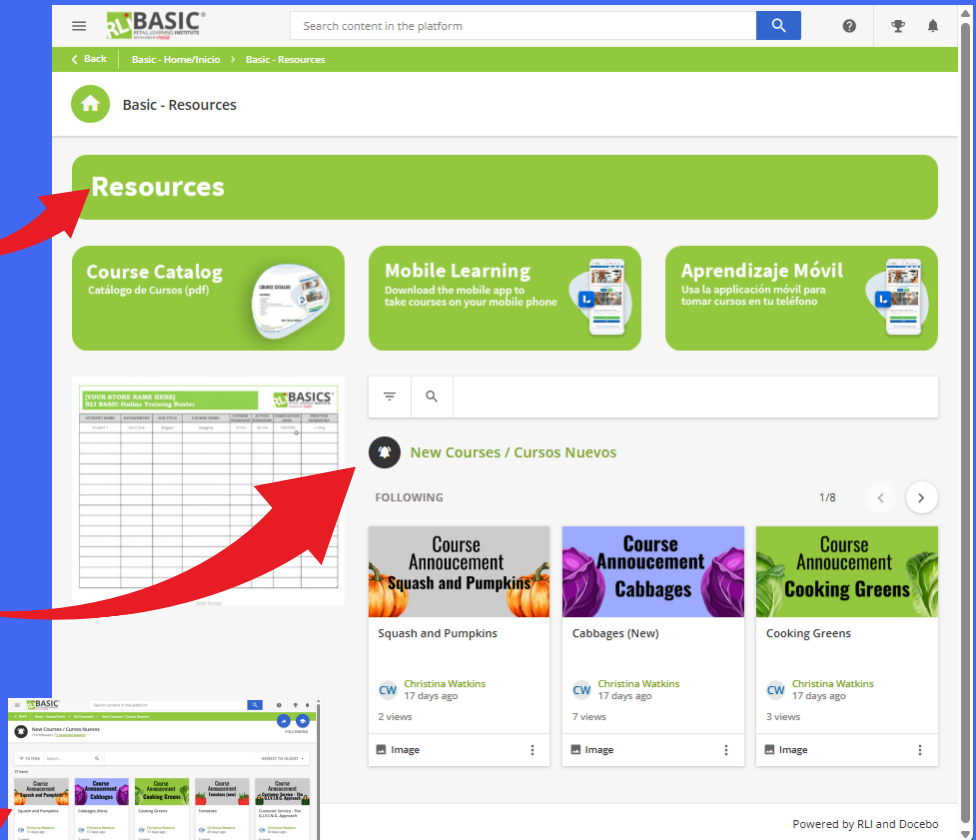
RESOURCES PAGE NEW COURSES CHANNEL

Now it is easy for all basic users to learn what are the latest updated and new courses.



On the Resources page of their account, they have the 'New Courses / Cursos Nuevos' channel. In this channel we post every new and updated course with its details.

Click the channel heading to view all the tiles on the channel in a single page.



Engage your learners by printing the announcements and posting them at your store. Let them know there is always something new to learn.

COMING SOON! HARMONY: AI-POWERED LEARNING COPILOT

What is Harmony?

A built-in AI copilot inside our learning platform. Not just a chatbot, Harmony makes learning simpler, faster, and more personalized. It is context-aware: it knows where you are in the platform and helps accordingly.

How does it work?

If a user types a question in natural language, Harmony AI analyzes their query and provides an answer by searching and summarizing relevant content within the learning platform. The user can further engage with Harmony to ask follow-up questions and specify from which content answers should be sourced.

Faster **WORKFLOW**

Find what you need in seconds. Routine admin tasks (enrollments, notifications, and reporting) will become simpler and more automated.

Smarter **SEARCH**

Ask questions in everyday language and get quick, summarized answers across courses, knowledge bases, and resources.

Easier/Personalized **LEARNING**

Harmony can guide you step by step, reducing the time you spend looking for answers.

REGISTER NOW & SAVE \$400

SUPERMARKET MANAGEMENT CLASS

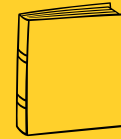
April 27th – May 1st, 2026 | Coca Cola Company HQ, Atlanta, GA



Learn

Get an inside look at the learning, networking, and unforgettable experiences.

[LEARN MORE](#)



Yearbook

Check out the yearbook from 2024 for a closer look at the memories, milestones, and standout moments.

[LEARN MORE](#)

PARTICIPANT TESTIMONIALS



"I appreciate Paulo keeping us engaged and changing the group for each activity. Amazing content presented. So much to learn about leadership and I am glad Paulo collect year overall year data."

-Virginia Gomez



"Bill was extremely well prepared and you could tell he was extremely passionate about his field. He gave information and processes you can take back to the store and implement immediately."

-Don Campbell



"More helpful than I expected considering I don't have a deli! The statistics and marketing ideas were very informative."

- Laura Bower



"Insightful Content!"

-Narine Persad

FROM THE PRESIDENT'S DESK:

Investing in People, Strengthening Our Industry

In our industry, shelves may be kept stocked using cutting edge systems, but customer loyalty is built by people. Every day, supermarket leaders—from store managers to department heads—make hundreds of decisions that shape the customer experience and the health of the business. That is why training is not an option—it is a responsibility. Our role as a learning institute is to help current and future leaders with the tools to succeed in an environment that is fast, complex, and deeply human. When leaders grow, their teams grow. And when teams grow, stores thrive.

Looking ahead, our commitment is clear:

- 300+ online courses designed to the unique realities of supermarkets
- AI-powered training platforms providing monitoring and management.
- A Supermarket Management Class focusing on leadership development to increase accountability and confidence.

A supermarket is more than a business. It is a school of leadership, a hub of community, and a space where values like service and care are lived daily. Together, through continuous learning, we ensure that the independent supermarket industry remains strong, relevant, and prepared for the future.



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



TEAM SPOTLIGHT - BRIDGET CARNEY



Meet Bridget Carney, a Senior Instructional Designer on the development team at the Retail Learning Institute, based in Chicago. With a strong creative and technical background in animation, video production, graphic design and teaching digital art, Bridget crafts content and learning experiences that make a real impact.

At the Institute, she plays a key role in course content development, customer support, and system optimization. Bridget is a trusted partner in helping customers get the most out of the LMS, whether through optimizing user experience or troubleshooting technical challenges. She is driven by a passion for solving problems and empowering learners to succeed.

Outside of work, Bridget is an avid reader. Her blend of creativity, precision, and learner-focused design continues to elevate our learning programs and support our mission.



Bridget Carney
Senior Instructional Designer
Retail Learning Institute |
IGA Coca-Cola Institute
Chicago IL





UNIVERSITY

Meet their Administrator: Kaitlyn Kinsey

My Journey with Busch's and the Retail Learning Institute

At Busch's Fresh Food Market, we call our Retail Learning Institute (RLI) platform Busch's University—and I'm proud to serve as its administrator. Busch's is an independently owned chain of 16 stores across Southeast Michigan, and I've been part of the team for nearly a decade.

My journey with Busch's and RLI is less about personal accomplishments and more about showing what's possible when the right learning and development opportunities are in place. I began as a cashier, thinking the role would be temporary. Over time, I advanced through the Front End, became an assistant manager, and later stepped into an Onboarding role leading orientations and cashier training across the company. When Busch's formed a Learning & Development team, I was given the opportunity to help shape it into a dedicated department. Around the same time, in early 2021, Busch's partnered with RLI—an investment that has since become central to how we train, support, and engage our associates. Although I'm the administrator, Busch's University is truly a collaborative effort. Our Director of Learning & Development, Cristy, provides the overall vision; our Learning Coordinator, Ryan, manages daily operations; and I focus on creating custom courses (a skill I refined working closely with the RLI team), while overseeing platform design and assignments. My years on the sales floor continue to inform my work, helping ensure training is practical, relevant, and connected to the associate experience. We also rely heavily on subject matter experts across the company and the ongoing support of the RLI team to blend their catalog with our own custom courses.

For a company of our size—about 1,500 associates across 16 stores—RLI has been the perfect fit. It helps us deliver training at scale while still tailoring learning to individual needs. One of my favorite tools is the **Observation Checklist**, which turns training into a two-way exchange between mentors and associates. Rather than replacing relationships, it strengthens them.

Today, much of our focus is on digitizing legacy paper-based guides, transforming them into interactive modules. This shift has modernized how we deliver training, refreshed our content, and improved quality. Already, we've seen the benefits: associates have more ownership of their learning, managers can provide real-time feedback, and our corporate team has reduced paperwork significantly.

RLI continues to grow alongside us, and I'm proud of the role it plays in creating engaging, impactful learning experiences for every Busch's associate.



by Kaitlyn Kinsey
Learning Specialist
Busch's Fresh Food Market
Ann Arbor, MI



THE ADMIN CORNER

We want to showcase your success!

Have a tip, a triumph story, or best practice to share?

We'd love to hear from our amazing learning community!

Submit your insights to igainstitute@igainc.com.



RESOURCE SPOTLIGHT

From easy-to-use job aids and detailed how-to guides to practical training tools, these resources are built to help you stay sharp, support your team, and build confidence. Whether you're looking for a quick refresher or something to share with your team, we've got you covered.



Retail Learning Institute Resource Center

Need a quick refresher or on-the-floor support? Find job aids, how-to guides, and quick tips to help you build skills, boost confidence, and lead with clarity.

Download. Learn. Lead.
Your success starts here.



LEARN MORE



State Food Safety Resource Gallery

Looking to sharpen your food safety skills or find useful tools for your team?

Explore the Resource Gallery on StateFoodSafety—packed with downloadable guides, regulations, FAQs, blog insights, and more. Ideal for managers, staff, and everyone working with food.



LEARN MORE

COMING SOON! NEW ADMINISTRATOR HOMEPAGE

The new Admin page will feature:

1. A graphic refresh with new colors and a Welcome banner
2. Updated tiles to the most visited features (users and reports)
3. A New Course channel, where Christina will keep you updated on everything related to the courses.
4. A new section to access add-on tools right from the homepage (tools must be applicable to your program.)
5. Would you like a section with how to videos?
6. How about a channel to consult and share with your peers?

Tell me
**WHAT
YOU
NEED**

*send me your
admin page
wish list*

avelazquez@igainc.com

INSTITUTE PARTNERS



Our programs are enriched by the valuable contributions of our partners. They generously share their learning resources—either free of charge 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 more about their contributions.



Would you like to contribute resources to this amazing learning community?

docebo®

Looking to support the growth of independent retailers? We're here and ready to listen!

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[Contact Us form](#)

