

INSTITUTE NEWSLETTER Q2 - 2024

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?

Loss Prevention Basics
(13 mins, January)

Loss Prevention - Forms of Loss
(7 mins, February)

Berries
(10 mins, March)

Grapes
(18 mins, March)

Pears
(12 mins, April)

Tropical Fruits
(15 mins, April)

Equity
(13 mins, January)

Berries
(13 mins, January)

Gestión del Tiempo 2 - Maestro de la Gestión (12 mins, February)

Gestión del Tiempo 3 - Vencer la Procrastinación (9 mins, April)

Gestión del Tiempo 4 - Priorizar
(10 mins, April)



English

Loss Prevention - Customer Service

Customer De-escalation

Workplace Violence Prevention

Spanish

Serie de Líderes de Aprendizaje - Estrategias para Mejorar la Retención

Serie de Líderes de Aprendizaje - El Proceso de Aprendizaje

Seguridad en la Tienda - Operación del Extintor de Incendios

Gestión del Tiempo 5 - Adoptar una Mentalidad de Crecimiento

Gestión del Tiempo 6 - Acciones para Máxima Productividad



MyTips Winners

January

Angie Stewart

Houchens Food Group

Yaritzel Agueda Crespo

Hatillo Kash & Karry, Inc.

February

Jaliyah Victor

Rouses

March

Jamie Slaton

Harps Foods

April

Jamie Slaton

Harps Foods

May

Olivia Rankin

California Fresh Markets

Bayardo Jose Araica Pasquier

Rancho Illinois Número 10

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



The fact that this leadership training program, the Supermarket Management Class (SMC), has endured for decades demonstrates the resilience and consistency of our overall execution. The supermarket industry needs to develop leaders who can drive innovation, prioritize customer experience, engage employees, and optimize operations. Strong leadership is essential for driving positive change in an increasingly competitive and dynamic marketplace with tremendous pressure from employee turnover that has grown twice as fast as the average US industry in recent years.

The sustained success of this learning and development event over decades indicates that we have consistently delivered high-quality experiences and content. The SMC has continually evolved to remain relevant and valuable to the grocery industry during its 20 years supporting supermarkets leaders.

The class trajectory has established it as a trusted training program for countless retailers committed to the development of their managers.

With over 20 sessions lead by a faculty of 20 industry experts, the class learning experience is centered around group work and focuses on developing leadership, personal growth, and grocery management skills. The Supermarket Management Class fosters a network of long-lasting partnerships and supports retailers with needs of leadership development programs.



"Stay inspired. Never stop creating."

WELCOME NEW MEMBERS

Massy Trinidad - 12 stores



Kuhn's Market - 8 stores



Uwajima, Inc. - 6 stores



UWAJIMAYA

McKinnon's Supermarkets - 5 stores



Vicente's Supermarket Corp - 3 stores



Baesler's Market - 2 stores



Skyview Community Market (IGA) - 1 store

Stires Food Store (IGA) - 1 store

Empower Fresh (Vendor)



SAVE THE DATE

2025 SUPERMARKET MANAGEMENT CLASS

April 28–May 2, 2025
The Coca-Cola Company
Atlanta, GA

LEARN MORE



Thank you for being part of our community.
We appreciate your continued support and participation!

Coming Soon!

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.



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

Coming Soon.....

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) is available now 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



Steve Black
Founder/CEO



A BRIGHTER DAY.LIFE
Business & Leadership Coaching

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RETAIL LEARNING INSTITUTE EMPOWERS HISPANICS



by Violeta Montes de Oca

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.](#)