

"The **SHRM Learning System** relates to everyday HR responsibilities so our participants really connected with the material. The content is easy to understand, provides practical training for HR situations and ties them back to the competencies."

**Lynn Boston, VP of Store Support Center/HR  
Southeastern Grocers**

## COMPANY PROFILE

Southeastern Grocers, parent company of BI-LO, Harveys and Winn-Dixie grocery stores, is the fifth-largest conventional supermarket chain in the U.S. and the second-largest conventional supermarket in the southeast based on store count.

The company employs nearly 72,000 associates who serve customers in 790 grocery stores and 527 in-store pharmacies throughout eight southeastern states.

## CHALLENGE

### Increase HR knowledge across all levels and functions

For a large HR team with quite a few new-to-HR staff members, the challenge was to increase HR knowledge across all centers of excellence, HR functions and levels—from generalists to managers to senior directors.

Southeastern Grocers hadn't done any training or development recently so Lynn Boston, VP of Store Support Center/HR, turned to the SHRM Learning System, as she had years ago when preparing for her HR certification.

"Our large HR team has been in transition for quite a while and hadn't done any development in a few years. With a lot of new people in our department, training was a good way to increase HR knowledge."



## SOLUTION

### Offer training to all levels, leverage the group's knowledge and add company-specific discussions

Sending a large team to off-site training can be cost-prohibitive, so Boston chose to lead the training with the help of extensive facilitator materials tailored to groups using the SHRM Learning System.

The training was offered to the entire HR team in the Jacksonville area and was fully funded by the company. Thirteen participants met one evening per week for 15 weeks. The two-hour class length proved to be an ideal timeframe to keep participants engaged while staying on track to get through the content and having time to weave in company policies and examples into the weekly curriculum.

Boston notes, "We looked into other training programs but landed on the SHRM Learning System pretty quickly because the material is extremely thorough and offers a very organized approach to HR. The facilitator materials, the structured class approach and the online group reporting helped us run our group effectively."

## RESULTS

### SHRM Learning System expands knowledge, brings the HR conversation to a new level

By the end of the training, Boston achieved the corporate training goal and has great examples to prove it.

The Senior Director of HR Shared Services was writing a business case for switching to paycards and used a different approach to writing a business plan because of the SHRM Learning System training. "He added a section on corporate social responsibility to the business plan, using the term correctly and concisely. Prior to the SHRM Learning System training, he wouldn't have even thought of including it – it wouldn't have crossed his mind."

With training behind them, twelve participants took the SHRM-CP<sup>®</sup>/SHRM-SCP<sup>®</sup> certification exam with eleven earning their credential - a 91% pass rate. Boston says "Some participants are taking the certification exam but our main goal of increased knowledge has been achieved. From the beginning to the end of the class, I witnessed a change in the HR conversation and increased confidence handling daily HR situations."