

Case Study: Harris Teeter

Cultivating the Next Generation of Leadership: Training that Fuels Positive Organizational Culture

The Situation

Harris Teeter is well known for its customer service excellence. When the company needed a modern leadership program for new and existing leaders, they wanted to partner with a provider that held the same level of commitment to excellence as they did.

With employees in seven states, Harris Teeter also needed an innovative solution that yielded the flexibility of online training yet had a strong human element for social learning.

On top of ensuring a great cultural fit, Harris Teeter's human resources team needed to develop a clear, simple, and supportive process to ensure leaders felt confident engaging in their training opportunities.

“Dale Carnegie helped us move to the next level. The best part is the wide range of courses offered that let us personalize the development based on the individual needs or opportunities of our team.”

Rob Gullion
Training and Development Manager



Reduced Turnover

Equipping talent with training increased employee engagement and reduced turnover across multiple areas.



Cost Savings

Eliminating travel costs while working with a scalable pricing model saved Harris Teeter thousands of dollars per year in training.



Trackable Results

Providing clear, automated learner reporting on criteria that matched predetermined metrics simplified the day-to-day of Harris Teeter's L&D team.



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The Solution

Social Learning & Flexibility: Harris Teeter partnered with Dale Carnegie to offer employees Dale Carnegie Unlimited, a live online learning subscription with a robust schedule that offered both the flexibility of online training and the effectiveness of live, instructor-led social learning experiences.

Custom Learning Pathways: Together, Harris Teeter and Dale Carnegie developed skill building pathways appropriate to employees in different phases of their career to empower various levels of leaders across the organization. One of those pathways is Harris Teeter's Manager Development Program (MDP) which empowers every new manager to complete a series of courses in Dale Carnegie Unlimited to graduate from the MDP.

Learner Adoption & Reporting: To simplify the process for Harris Teeter, Dale Carnegie's support team worked to build a solution that provided automated access to learner progress as well as a robust, internal rollout plan with ongoing communication to respond to learner needs as they transitioned to new positions.

"It is so awesome when a senior leader comes to you needing to support a frontline leader, trying to help them fill a skill gap or move them to the next level, and you can proudly offer them the Dale Carnegie resources no matter what the need is."

Challenges

- Growing high potential leaders.
- Developing leadership for modern workplace needs.
- Dispersed groups of employees
- A solution to complement their already proven internal offering.

Solution Details

- A robust, flexible, and accessible program schedule.
- Live online trainers with real time coaching and social learning.
- Custom communication and launch plan.
- Easy-to-access learner progress reporting.

Results

- Reduced employee turnover
- Reduced training and travel costs
- Empowered and engaged teams.
- Clearly defined internal growth tracks.

