

# Fall 2018 Retail Management Certification Program Finishes Strong

After six months of hard work, students from the North American Retail Hardware Association's (NRHA) Fall 2018 Retail Management Certification Program came to NRHA headquarters in Indianapolis for their final visit. It culminated with the students presenting their coursework—business improvement projects to enrich their operations.

On the first day of the visit, students attended a variety of sessions, which covered topics like employee engagement, mutual accountability, a look at the leader's role in sustainable excellence and a workshop on budgeting and financial application.

The next day, students attended more educational sessions, including a case study on how to delegate effectively and a discussion on conversational intelligence. The rest of the day, students presented their business improvement projects in two groups. The top four projects overall were presented to the main group.

The top four projects selected were from Jonathan South of Teghtmeyer Ace Hardware in Columbia City, Indiana; Kattie Blanchard of Bleyhl Co-Op in Grandview, Washington; Ginette MacKinnon of Meteghan Home Hardware in Meteghan, Nova Scotia; and Katie Stuen of Wilco in Oregon.

At the end of the third visit, NRHA hosted a dinner bringing together all of the students, their sponsors and RMCP educators to celebrate the achievements of every student in the course.

During the dinner event, the class chose Jonathan South as the winner of the business improvement project. For his project, South developed an employee training program.

For all attendees, RMCP not only helps their business grow, but it also helps individual students learn and develop as well. If you have a manager or leader in your company who would benefit from this college-level course, contact Tom Marcum at [tmarcum@nrha.org](mailto:tmarcum@nrha.org) or 317-440-9782. ➡



Students in the Fall 2018 NRHA Retail Management Certification Program selected **Jonathan South**, store manager at **Teghtmeyer Ace Hardware** in Columbia City, Indiana, as the winner of the best business improvement project for the term.