Learning & Development

We cultivate a learning-rich environment where associates are prepared to succeed and are motivated to serve our customers. Great customer experiences start with great associate experiences, which begin with strong, effective leadership. We provide our leaders and associates with comprehensive training and development programs designed to grow their skills and capabilities, enabling them to be competent and confident to take care of our customers and advance in their career.

Associate and Leader Development
Orange-Blooded associates are grown by leaders who take care of their people. In addition to demonstrating behaviors that drive associate commitment, leaders also need to have strong business acumen. Learning and development supports growth and development at every phase of our associates’ journey. We develop our leaders and associates using:

- **eLearning**
  Provides media-rich, self-directed learning with focused, interactive activities and actionable feedback starting on day one.

- **Instructor-Led Experiences**
  Provides immersive training on business acumen, technical skills and leadership skills. Classes are held at our Atlanta Store Support Center for new leaders in critical positions.

- **Online Resources**
  A library of online, on-demand resources including videos, courses, book summaries, reference material and performance support tools.

- **Executive Development**
  Designed to increase business acumen and leadership capabilities, and empower advanced leaders to develop strategic business approaches and prepare for a higher-level role.

6 MILLION+
hours of training are invested in our associates each year

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