

TRAINING MAGAZINE RANKS 2016 TRAINING TOP 125 ORGANIZATIONS

These are the organizations that excelled at employee training and development in 2016.

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Excelsior, MN (February 16, 2016)—Jiffy Lube International accelerated into No. 1 (up from No. 2 last year) on the 2016 Training Top 125, while Keller Williams Realty moved into the No. 2 spot. Health-care companies rounded out the rest of the Top 5, with CHG Healthcare Services, Capital BlueCross, and Blue Cross Blue Shield of Michigan earning Nos. 3, 4, and 5, respectively. Some 28 new companies broke into the Top 125 this year. The majority of the companies are in the health/medical services, real estate/insurance, finance/banking, technology, and retail industries. See the end of this article for the full list of winners.

Training magazine recognized the 2016 Training Top 125 winners with crystal awards and revealed their rankings during the This Magic Moment Gala held last night during the Training 2016 Conference & Expo at Disney's Coronado Springs Resort in Orlando, FL. The black-tie gala was sponsored by Advantex, American Public University, Better Communications, Dale Carnegie, Godiva, Group Harmonics, Pelucida, SAP SuccessFactors, Seiko, the Training Top 10 Hall of Fame, Turning Technologies, and Vistage. Seiko served as the official timekeeper of the event, and Pelucida provided the crystal awards.

Now in its 16th year, the Training Top 125 is the only report that ranks companies unsurpassed in harnessing human capital. Some overall statistics from the quantitative analysis of the winning 2016 Training Top 125 applications include:

- The mean revenue was \$7.5 billion U.S. and \$6.4 billion worldwide. The mean training budget was \$30.2 million, representing 5.96 percent of payroll. The mean amount of training cost savings was 13 percent.
- The average length of employee service was nearly eight years, and the average turnover rate was 18 percent.
- The mean number of total employees trained per organization (including independent contractors and franchisees) was 36,055, with 19,835 trained in the classroom and 44,193 trained online. A mean of 797 courses were offered as instructor-led sessions; 3,442 were offered as online self-paced modules; and 251 were offered as virtual instructor-led classrooms. All of the 2016 Top 125 winners have a technological infrastructure to support the delivery and management of training.
- The average number of full-time and part-time trainers was 125 and 401, respectively. Some 98 percent of Top 125 winners have a tuition reimbursement program. A mean of 9 percent of eligible employees made use of tuition reimbursement programs in the last year. Median spend on tuition reimbursement programs was \$314,770.
- Some 98 percent of winners use employee satisfaction surveys, while 99 percent use competency maps and personal/individual development plans. Some 75 percent tie managers' compensation directly to the development of their direct reports.
- On the evaluation side, 87 percent of applicants utilize Return on Value; 90 percent utilize Return on Investment; 82 percent utilize Balanced Scorecards; and 70 percent utilize Six Sigma. The Kirkpatrick Levels of Evaluation are more widely used: Level 1 (99 percent), Levels 2 (98 percent), Level 3 (99 percent), and Level 4 (97 percent).

During the gala, *Training* inducted McCarthy Building Companies, Inc., into the Training Top 10 Hall of Fame after it ranked in the Top 10 of the Training Top 125 companies for at least four *consecutive* years. Three Top 125 winners—Jiffy Lube International, CHG Healthcare Services, and Capital BlueCross—met the criteria in 2016 and will be inducted into the Hall of Fame in 2017. Members remain in the Top 10 Hall of Fame for a minimum of three years. After that, they can choose to remain in the Hall of Fame by adhering to specific guidelines or they can opt to reapply for Training Top 125 consideration.

In addition, yesterday afternoon, *Training* recognized innovative and successful learning and development programs and practices utilized by the Training Top 125 winners. Best Practice and Outstanding Training Initiative winners received crystal trophies during a ceremony on the Expo Stage. They were:

BEST PRACTICE AWARD WINNERS

- ADP, LLC
- Baylor Scott and White Health
- DEFENDERS
- New York Life Insurance Company
- Western Union Company

OUTSTANDING TRAINING INITIATIVES

- Dollar General Corporation
- Keller Williams Realty, Inc.
- New York Community Bancorp, Inc.
- PPD
- Sacramento Municipal Utility District (SMUD)

“The 2016 Training Top 125 winners set the bar high on employee training and development,” notes Lorri Freifeld, editor-in-chief of *Training* magazine. “They consistently design and implement effective programs that engage their employees AND yield demonstrable business outcomes. These organizations are a testament to the power of strategic training and development. We salute their passion, commitment, and dedication to their employees and the training industry overall.”

The Top 125 ranking is determined by assessing a range of qualitative and quantitative factors, including financial investment in employee development, the scope of development programs, and how closely such development efforts are linked to business goals and objectives. Companies that wish to be considered for Top 125 ranking complete a detailed application, which is scored both quantitatively (70 percent of total score) by an outside research and statistical data company and qualitatively (30 percent of total score) by *Training* magazine editors and Top 10 Hall of Fame representatives.

For a profile of each of the Top 5 companies on the Training Top 125, additional information about the training efforts of all 125 companies, details on the programs receiving Best Practice and Outstanding Training Initiative awards, and the Hall of Fame inductees, see the January/February 2016 issue. The digital edition and individual articles can be found online at <http://www.trainingmag.com>.

To order a copy or Training Top 125 merchandise, visit [http://s5.goeshow.com/lakewood/top125gala/2016/pdf/Top 125 MerchForm-2016-2.pdf](http://s5.goeshow.com/lakewood/top125gala/2016/pdf/Top%20125%20MerchForm-2016-2.pdf)

About *Training* magazine

Training is a 52-year-old professional development magazine written for training, human resources, and business management professionals in all industries that advocate training and workforce development as a business tool. *Training* also produces world-class conferences, expositions, and digital products that focus on job-related, employer-sponsored training and education in the working world. *Training* is published by Lakewood Media Group.

2016 Training Top 125 Winners

1. Jiffy Lube International
2. Keller Williams Realty, Inc.
3. CHG Healthcare Services
4. Capital BlueCross
5. Blue Cross Blue Shield of Michigan
6. Wequassett Resort and Golf Club
7. Vistage Worldwide
8. Tenaris
9. Leading Real Estate Companies of the World

10. Birmingham Water Works Board

11. Best Buy
12. Shape Corp
13. Gables Residential
14. Tech Mahindra Ltd.
15. Nationwide Mutual Insurance Company
16. Western Union Company
17. DEFENDERS
18. Dollar General Corporation
19. ADP, LLC
20. New York Community Bancorp, Inc.
21. BNSF Railway
22. WellSpan Health
23. ABF Freight
24. Sonic Automotive, Inc.
25. Genentech, Inc.
26. Baylor Scott and White Health
27. New York Life Insurance Company
28. CareSource
29. Gilbane
30. Haskell
31. Paychex, Inc.
32. Edward Jones
33. Mohawk Industries, Inc.
34. Aon plc
35. Christiana Care Health System
36. Ascend Federal Credit Union
37. Carilion Clinic
38. MasTec - Utility Services Group
39. Tata Consultancy Services Limited
40. Northwestern Mutual
41. Florida Blue
42. Iron Mountain, Incorporated

43. DaVita HealthCare Partners
44. PPD
45. ESL Federal Credit Union
46. Buckman Laboratories International, Inc.
47. First Horizon National Corporation
48. Miami Children's Health System
49. Afni
50. BB&T Corporation
51. ConAgra Foods, Inc.
52. Aetna Inc.
53. Blue Cross & Blue Shield of North Carolina
54. Caesars Entertainment Corporation
55. CENTURY 21 Real Estate
56. CarMax, Inc.
57. Allianz Life Insurance of North America
58. Tandus Centiva (A Tarkett Company)
59. La Quinta Holdings
60. Enterprise Holdings
61. Bankers Life
62. One Nevada Credit Union
63. Sacramento Municipal Utility District (SMUD)
64. VSP Global
65. Valvoline Instant Oil Change
66. Janssen Pharmaceuticals Companies of Johnson and Johnson
67. Shaw Industries Group, Inc.
68. BKD, LLP
69. University Hospitals
70. Ricoh Americas Corporation
71. Mountain America Credit Union
72. G4S Secure Solutions (USA) Inc.
73. Vi
74. TD Bank
75. Avana
76. Quicken Loans
77. United Services Automobile Association (USAA)
78. Bass & Associates, P.C.
79. MasterCard
80. Discover Financial Services
81. Crown Resorts Australia
82. U.S. Security Associates, Inc.
83. Anthem, Inc.
84. Rent-A-Center

85. Cerner Corporation
86. Navient
87. ConServe
88. Consigli Construction
89. Paycor
90. Hagerty Insurance
91. MTM, Inc.
92. United Shore Financial Services
93. Navy Federal Credit Union
94. Dominion Enterprises
95. Cartus
96. Allied Global
97. Special Response Corporation
98. AT&T Inc.
99. Choice Hotels International
100. OptumRx
101. Pacific Gas & Electric Company
102. Microchip Technology Inc.
103. Healthways, Inc
104. CVS/caremark
105. American Fidelity Assurance Company
106. Personnel Board of Jefferson County
107. Miami Cerebral Palsy Residential Service
108. NIIT
109. immixGroup
110. Bell and Howell
111. ARI
112. PPL Electric Utilities
113. FORUM Credit Union
114. Norton Healthcare
115. Mariner Finance, LLC
116. Total Quality Logistics
117. Guckenheimer
118. Bright Horizons Family Solutions
119. Federal Deposit Insurance Corporation
120. Health Decisions, CRO+
121. Collectcents Inc/SinglePoint
122. Johns Hopkins Community Physicians
123. LaSalle Network
124. TIAA-CREF
125. Van Meter, Inc.