

2023 Training Hall of Fame Members

One new company, Birmingham Water Works Board (BWW) was inducted into the Training Hall of Fame, joining the ranks of 17 other organizations named to the hall since its inception in 2008. These 18 companies earned Top 10 spots on the Training APEX Awards list for four consecutive years. BWW was formally inducted into the Training Hall of Fame during the black-tie Gala held February 13 during the Training 2023 Conference & Expo. Members remain in the Training Hall of Fame for a minimum of three years. They can remain in the Hall of Fame by adhering to specific guidelines or they can opt to reapply for Training APEX Awards consideration.

Birmingham Water Works Board

Birmingham Water Works (BWW) is the largest water system in Alabama, serving more than 655,000 residents in five counties around the Birmingham metro region, including its wholesale water systems servicing an additional population of 115,000. The organization operates four water treatment plants and a certified testing laboratory. Some 4,000-plus miles of pipe in its distribution network deliver on average 100 million gallons of water per day.

As a water utility, BWW fully understands that water is a fundamental human need for hydration, food production, and sanitization. In order to provide the highest quality water to its customers,



Birmingham Water Works Board: #7 in 2022, #8 in 2021, #6 in 2020, #7 in 2019.
Representative: Rhonda Lewis, Human Resources, Training, OD, Safety/Risk Management Officer, Birmingham Water Works Board



BNSF Railway: #4 in 2020, #5 in 2019, #4 in 2018 and 2017. **Representative:** Debra Ross, AVP, Talent Management, BNSF Railway



Booz Allen Hamilton: #9 in 2007, #1 in 2006, #2 in 2005, #4 in 2004, #6 in 2003.
Representative: Tina Claire, Senior Manager, Leadership & Executive Services, Booz Allen Hamilton



Capital Blue Cross: #4 in 2016, #3 in 2015 and 2014, #10 in 2013. **Representative:** Jodi Wolesslagle, Senior Vice President, Human Resources, Capital Blue Cross



Dollar General Corporation, LLC: #1 in 2020 and 2019, #5 in 2018, #8 in 2017.
Representative: Judy Claybrook, Senior Manager, Training & Development



Deloitte LLP: #6 in 2004 and 2005, #8 in 2003, #9 in 2002. **Representative:** Graham Johnston, Leader, Talent Development Strategy & Innovation, Deloitte Services LP



Ernst & Young: #6 in 2007, #3 in 2006, #7 in 2005, #8 in 2004, #7 in 2003.
Representative: Tal Goldhamer, Chief Learning Officer - Americas, Ernst & Young



IBM: #2 in 2006, #1 in 2005 and 2004, #2 in 2003. **Representative:** Gordon Fuller, Global Design & Development Leader, IBM Center for Advanced Learning




Keller Williams Realty, Inc.: #1 in 2017 and 2015, #2 in 2016 and 2014. **Representative:** Meredith Maples, Senior Director, Keller Williams University, Keller Williams Realty, Inc.

it must have the “highest quality employees.” The ongoing development of employees and the effective utilization of their talents are keys to creating excellence. BWW’s goal is to get the “right people” in the “right roles” with the “right skills” at the “right time.” BWW’s Training team empowers its employees through each phase of their careers. It *onboards* new hires so they start strong, *grows* employees’ skills for greater impact, *develops* them to succeed in their career path, and *engages* them to successfully meet company goals and objectives.

Just as BWW uses its pipelines to supply its customers with water, the Training team designed its “L.E.A.D. Pipeline” to develop employees to reach their full potential. Instead of overwhelming employees with a menu of training options, BWW gives them a map. Each level in the pipeline equips employees with the competencies to succeed, from leading oneself to leading individuals, teams, departments, and the organization. Each level includes training to grow their expertise in leadership,

customer service, compliance, safety, and technical skills. By mapping out each pipeline level, people can readily identify where they are and envision their next steps for future growth.

Zig Ziglar noted, “*You don’t build a business. You build people—and then people build the business.*” The BWW team ensures that its communities have a continuous flow of clean, dependable drinking water. Its scientists and technicians analyze more than 100,000 water quality tests each year to ensure the quality and safety of the drinking water. BWW consistently exceeds the Alabama Department of Environment Management (ADEM) requirements for water quality. In 2022, BWW surpassed the minimum standards for microbial contaminants by 89 percent—decreasing the legislated minimum of 5 percent contaminants down to .55 percent. The high standards achieved by its water treatment plants have earned BWW recognition and multiple awards—including the AWPCA Best Operated Plant Award and Partnership for Safe Water Award of Excellence. 



KLA Corporation: #9 in 2006, #5 in 2005, 2004, and 2003. **Representative:** Glenn Hughes, Senior Director, Learning and Development, KLA Corporation



KPMG LLP: #5 in 2010, #2 in 2009, #5 in 2008, #7 in 2007. **Representative:** Corey Muñoz, Ph.D., Chief Learning Officer, KPMG Business School – U.S.



Leading Real Estate Companies of the World: #2 in 2019, #1 in 2018, #3 in 2017, #9 in 2016. **Representative:** Jessica Edgerton, Vice President, Operations/Corporate Council, Leading Real Estate Companies of the World



McCarthy Building Companies, Inc.: #7 in 2015, #6 in 2014 and 2013, #10 in 2012. **Representative:** Robin Renschen, Director, Learning and Development, McCarthy Building Cos., Inc.



Nationwide: #10 in 2020, #4 in 2019, #7 in 2018, #10 in 2017. **Representative:** Erin Tunis Pheister, SVP, Talent Management, Nationwide



PwC: #1 in 2010, 2009, and 2008, #2 in 2007. **Representative:** Leah Houde, Chief Learning Officer, PwC



Sonic Automotive: #7 in 2020, #6 in 2019, #3 in 2018, #5 in 2017. **Representative:** Douglas Bryant, Vice President, Talent Management, Sonic Automotive



United Wholesale Mortgage (UWM): #1 in 2021, #5 in 2020, #9 in 2019, #8 in 2018. **Representative:** Renee Harmon, Vice President, Leadership Development, UWM



Verizon: #1 in 2013 and 2012, #3 in 2011, #4 in 2010. **Representative:** Lou Tedrick, Vice President, Global Learning & Development, Verizon