

## - Best Practice Workshop -

# Train-the-Trainer (for effective cross-training)

**Tuesday, September 17, 2019**

This 6-hour workshop presents supervisors and team leads with an opportunity to learn and refresh effective on-the-job training skills. Participants will learn the proper process for conducting OJT; demonstrate an understanding of communication, motivation and goal setting; and learn the basics of adult learning theories and the roadblocks to training and learning.

### Key focus areas include:

- Effective Communication Skills
- Communication Styles
- Learning Preferences
- Principles of Adult Learning
- Stages of Learning
- Motivation
- Generational Differences
- Goal Setting

### Skill Building

Listening Techniques | Participation and Motivation | Handling Difficult Situations | Assessing and Designing for Different Types of Learners | Training Techniques | Goal Setting

**Workshop held Tuesday, September 17, 2019 8:30 am – 3:30 pm**

at the Schmidt Training and Technology Center, RACC Campus  
15 South Front Street, Reading PA 19601 – Free Parking in Adjacent Garage

[Click Here to Register.](#)

Train-the-Trainer

Cost: \$495 / person (includes Course Material, Lunch and Refreshments)