



- Best Practice Workshop -

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

This **6-hour** workshop presents supervisors, team leads, and in-house trainers with proven on-the-job training skills. Participants will learn the process for effective OJT; the role of thoughtful communication, motivation and goal setting; the basics of adult learning; and the common roadblocks to effective 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

Tuesday, March 24, 2020 from 9:00 am – 3:30 pm

Schmidt Training and Technology Center, RACC Campus

15 North Front Street, Reading PA 19601 – Free Parking in Adjacent Garage

[Click here to Register.](#)

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

Want this course taught on-site to your Team Leads and Supervisors, we customize course content to target your specific business needs. - Contact Allison Creveling (acreveling@racc.edu or 610 607 6208.

Schmidt Training and Technology Center (sttc.racc.edu)
Contact Mike Salute at msalute@racc.edu or 610.372.4721 ext. 5176