Frontline Leadership Certificate Series 3
Effective Training Techniques

Frontline Leaders must effectively train both new employees and experienced workers. This one-day program demonstrates precise and practical methods to train employees more effectively. You will also learn how to identify worker training needs and provide thorough, just-in-time, on-the-job training.

Learning Objectives:
- Identify the business benefits of using proper training methods.
- Recognize and evaluate training needs of employees.
- Create job breakdowns and define clear training objectives.
- Apply adult learning principles to design effective employee training.
- Plan, schedule, and deliver quality training to your employees using a 5-step method.

Learning Options:
- Classroom training
- At your location

Who Should Attend:
- New and experienced frontline leaders from office, manufacturing, and service organizations.

CEUs: 0.7 (7 hours)  
HRCI Credits: 7 HR (General)  
SHRM: 7 PDCs

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.
• Understand your current level of knowledge of job training

• Discuss adult learning principles

• Identify the elements necessary to design on-the-job training
  ◆ Determine whether training is the right solution to your problem, and if so, what is needed
  ◆ Inventory and schedule training
  ◆ Write training objectives
  ◆ Write job breakdown sheets and test for effectiveness

• Recognize the common mistakes trainers make

• Prepare a training demonstration
  ◆ Demonstrate and receive feedback on that training

“ I will use my newfound knowledge that people cannot multitask to restructure my presentations. I will also use the job breakdowns we learned for my team to help them better understand their functions. ”