

# Workplace Trainer



*“Everything communicated during [workshops] was informative and educational. [I] will utilize [workshop] content, guidebooks and training exercises for future training plans.”*

*“This training gave me a better understanding of how to train others properly and more knowledge on training.”*

*“The step-by-step instruction will help me be a more effective coach and communicator.”*

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A workshop designed to assist employers in effectively training staff.

Topics explored in the workshop include:

- principles of adult learning.
- how to set and achieve training objectives.
- developing employees' skills (including communication skills).
- cultural awareness.
- rewards and recognition.
- evaluating performance.

Owners, managers, supervisors, and staff with training responsibilities will benefit from this workshop.

It is delivered in three-hour sessions over an eight-week period. Each session covers a specific topic that will assist you in becoming a workplace trainer.

All participants are encouraged to write the national Workplace Trainer exam (100-question multiple choice).

Cost of the workshop is \$850/person + GST.

**Knowing how to train effectively can greatly improve customer service, sales and productivity, and employee retention!**