

Train the Trainer

Nov. 2, 9, 16, 2023

Effective training is a crucial aspect of talent development and retention. More than merely an informational download, it's a strategic, well-defined plan facilitated by knowledgeable trainers who know how to engage and motivate learners for the best possible experience and outcome.

Participants explore adult learner characteristics, their preferred learning styles (Visual, Auditory, Read/Write, Kinesthetic), and how to captivate each style. They examine the impact of trainer expectations through The Pygmalion Effect and utilize the Everything DiSC® Workplace profile to enhance communication with diverse work behavior styles.

In this hands-on workshop, trainers practice coaching, conflict management, and handling classroom challenges, receiving valuable feedback. It perfectly complements the Training Within Industry (TWI) Job Instruction Training Method course, offering a comprehensive training solution for both inexperienced and seasoned trainers.

Course Highlights



- Characteristics of the Adult Learners
- VARK Learning Styles
- Everything DiSC® Workplace Profile
- How Expectations Influence Performance
- Communication Effectiveness
- Creating an Environment for Motivation
- Coaching for Success
- Managing Classroom and Participant Challenges
- Final Practical Application with Feedback

Visit mrcpa.org/events for full course details.


Who Should Attend

New or Experienced Trainers, Mentors, Coaches, Supervisors, Team Leaders, Managers


Instructor | Wendy Beltzner, MRC Director, Leadership Development and Training Strategy


Wendy has over 25 years of experience in training and curriculum development, specializing in leadership and customer service with companies from all industries throughout Northampton, Lehigh, and Carbon counties. She has previously worked for Fortune 500 service giants such as IBM and Manpower Inc., advancing her career from entry-level through various levels of management. Wendy is also an entrepreneur. She created, owned, and operated the Lehigh Valley's first children's museum designed with an emphasis on soft skills education. She has also co-owned an award-winning, ice cream retail and wholesale business with her husband for the last 30 years. Wendy earned her B.S. degree in Marketing from Oral Roberts University, is a Certified TWI (Training Within Industry) Job Instruction Trainer, and a Certified Everything DiSC Practitioner.

More information available at mrcpa.org/events or contact Nicole Pierce at nicole.pierce@mrcpa.org.

 **Nov. 2 – Nov. 16, 2023 (3 days)**
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 8 AM – Noon

 \$895/person. \$850 before 10/5
Meals and course materials included

 MRC – 7200A Windsor Drive
Allentown, PA 18106

 Register: mrcpa.org/events

*Fees and times subject to change. Visit mrcpa.org/events for current details.