



MRA Training at the Racine Area Manufacturers and Commerce

MRA is pleased to partner with Racine Area Manufacturers and Commerce to bring training to their membership.



SPECIAL PRICING:

RAMAC members pay MRA member rate!

Plus introductory member rate!

Sign up for all 5 classes and get \$100 off!

REGISTER TODAY!

Phone: 262.634.1931

Email: ramac@racinechamber.com

Online: www.racinechamber.com

TRAINING LOCATION:

RAMAC

300 5th Street
Racine, Wisconsin 53403

*HRCI (General) credit and SHRM PDC's

Frontline Leadership Certificate Series

Motivation and Trust Building*

September 12 and 19, 7:30 – 11:00 a.m., \$320 Members - \$425 Nonmembers

Learn how to meet the demands of leading work while doing work. This program offers you a practical understanding of basic leadership skills, work values, organizational responsibility, and trust and relationship building.

Competencies Gained: leading, motivating others, trust and respect

Communication Skills*

October 3 and 10, 7:30 – 11:00 a.m., \$320 Members - \$425 Nonmembers

Become an excellent communicator with your team, peers, and managers. Master effective listening skills, enhance communication methods, and practice the ability to constructively give and receive feedback.

Competencies Gained: giving feedback, informing, listening

Effective Training Techniques*

October 24 and 31, 7:30 – 11:00 a.m., \$320 Members - \$425 Nonmembers

Learn precise and practical methods to effectively train both new employees and experienced workers. Identify worker training needs and provide thorough, just-in-time, on-the-job training.

Competencies Gained: developing direct reports, measuring work and performance standards

Resolving Conflict and Handling Difficult People Problems*

November 14 and 28, 7:30 – 11:00 a.m., \$320 Members - \$425 Nonmember

Learn to resolve conflict situations and deal with different types of "difficult" employees. Get practical, tactful communication techniques to address conflict and influence others.

Competencies Gained: conflict management, giving feedback, influencing

Excelling as a Frontline Leader*

December 12 and 19, 7:30 – 11:00 a.m., \$320 Members - \$425 Nonmembers

This capstone course for the series integrates the concepts of motivation, trust-building, communication skills, training, and conflict management to focus the leader on gaining cooperation, fostering teamwork, and building collaboration to meet organizational objectives.

Competencies Gained: influencing, results-oriented, team building

