

## BEMA-U: Train-the-Trainer

**Location:** Hosted on-site at your facility

**Date:** TBD by hosting company

### Purpose of the Course

Do you encounter repeat visits to customers so that your service technicians and installation specialists can retrain the operators and maintenance teams on the equipment? Are you confident that your installation technicians know how to clearly dictate the functionality of your products in such a way that your customer is empowered to run and operate them effectively?

Geared to engineers, installation teams and those on the front line with customers that have training as one of their “additional” responsibilities, Train-the-Trainer works with key individuals on your team to create a step-by-step training process that you can put into action immediately. Problem solving is at the core of the Train-the-Trainer workshop. Empower people on your teams to take an investigative approach towards making your customer’s experience best-in-class.

### Specific Objectives

- Understanding how adults process learning and how to help them through a learning curve.
- Identifying techniques to improve participation and maintain high energy throughout training sessions.
- Applying training techniques that will reduce training time and increase retention.
- Customizing training sessions to the unique elements of the bakery and manufacturing environments.

### Ideal Participants

Individuals wanting or needing to improve training capability. Associate skill levels including service technicians, service and training managers, maintenance technicians, internal trainers, line supervisors, and any employee tasked with training fellow employees or customers.

### Schedule of Topics

\*Additional topics can be customized to meet the needs of each company.

Your Role as the Trainer  
Understanding your Audience  
Training in Various Environments  
Checking for Comprehension  
Creating Training Tools  
On-the-Job Training Process  
Communicating with the Customer



## Facilitator Credentials



Senior Director of Education & Operations for BEMA, Emily serves the baking industry as a subject matter expert on talent management and continuing professional education. Prior to joining the non-profit sector, she served in manufacturing operations and public education. She has multi-industry experience as a performance consultant and has managed the organizational development function for a global manufacturer of packaging solutions. Ms. Bowers has earned several certifications, including the SHRM-SCP, as well as a Bachelor's degree in Elementary and Early Childhood Education from Northwest Missouri State University and a Master's degree in Curriculum Development from Baker University.

**Contact Emily Bowers at [ebowers@bema.org](mailto:ebowers@bema.org) to schedule your training. Utilize your BEMA member benefits to save money on training and develop your workforce! Learn more at [bema.org/bema-u](http://bema.org/bema-u).**