



# Leading Requires Different Skills ... MRA Can Help!

MRA partners with Racine Area Manufacturers and Commerce to bring leadership training to Racine.

## Frontline Leadership Certificate Series\*

Seating is limited. Begins March 13, 2024

March  
**13**  
WEDNESDAY

### Motivation and Trust Building\*

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.

March  
**20**  
WEDNESDAY

### Communication Skills\*

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.

March  
**27**  
WEDNESDAY

### Effective Training Techniques\*

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.

April  
**3**  
WEDNESDAY

### Resolving Conflict and Handling Difficult People Problems\*

Learn to resolve conflict situations with those of your same communication style and those who are different. Get practical, tactful communication techniques to address conflict and influence others.

April  
**10**  
WEDNESDAY

### Capstone: Tools for Success\*

This capstone course for the series integrates concepts from previous sessions to focus the leader on gaining cooperation, fostering teamwork, and building collaboration to meet organizational objectives. This is a capstone course and completion of FL 1-4 is required.

**All sessions 8:30 a.m. – 4:30 p.m.**  
**Lunch is provided!**

Single-session Pricing: \$375 Member/\$485 Nonmember

Series Pricing: \$1,875 Member/\$2,425 Nonmember

\*HRCI HR credit and SHRM PDCs



### MRA Training Location

RAMAC – Racine Area  
Manufacturers and Commerce  
300 5th St., Racine, WI 53403

### Register • Questions

If you are a RAMAC member and not an MRA member, you may attend this class at RAMAC at the MRA member rate. To receive this rate, do not register online. Contact MRA Registrations and mention you are a RAMAC member and would like the MRA member rate: 262.696.3319 or [Registrations@mranet.org](mailto:Registrations@mranet.org)

262.634.1931

[ramac@racinechamber.com](mailto:ramac@racinechamber.com)

[www.racinechamber.com](http://www.racinechamber.com)

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