

**NO COST INDUSTRY TRAINING** to improve the skills of your current workforce!  
 Sessions take place from 8:00 a.m. to 4:00 p.m. at Bristol Taunton Galleria Mall Campus  
 Registration is required; first come, first served. Lunch is not provided.

[Space is Limited – Register today!](#) | For more information, call 774.357.2527

### Effective Supervisor

40 hrs. | Instructor: Len Tammaro & Monet Veins

**TOPICS INCLUDE:**

**SESSIONS:** (8:00 a.m. – 4:00 p.m.)

**Professional Supervisor**

- The changing role of the supervisor
- Increasing Supervisory Effectiveness

**HR Compliance**

- Understanding the role of the supervisor in supporting company policies
- Creating a safe and productive work environment.... And more!

**Taunton Campus**

February 28 through March 27, 2020

**Coaching and Mentoring**

- Expectations & relationships: What does it mean to be a coach/mentor
- Managing the coach/mentor expectations & relationships

### Effective Communication & Team-oriented Problem Solving

20 hrs. | Instructor: Len Tammaro

**TOPICS INCLUDE:**

**SESSIONS:** (8:00 a.m. – 4:00 p.m.)

- Active Listening skills
- Work and Communication style assessments
- Understanding perceptions, identifying and understanding different communication styles

- Effective Communication Strategies
- Problem solving effectively with teams

**Taunton Campus**

Group 1: April 3, 10 & 24, 2020  
 (no class April 17)

Group 2: May 1, 8 & 15, 2020

### Yellow Belt

8 hrs. | Instructor: Joe Barckett

**TOPICS INCLUDE:**

**SESSIONS:** (8:00 a.m. – 4:00 p.m.)

- Define
- Measure
- Analyze
- Improve
- Control

**Taunton Campus**

Group 1: May 29 & June 5, 2020

**Taunton Campus**

Group 2: June 12 & 19, 2020

PROGRAM PARTNERS:

FUNDED BY:



The Executive Office of Housing and Economic Development (EOHED)