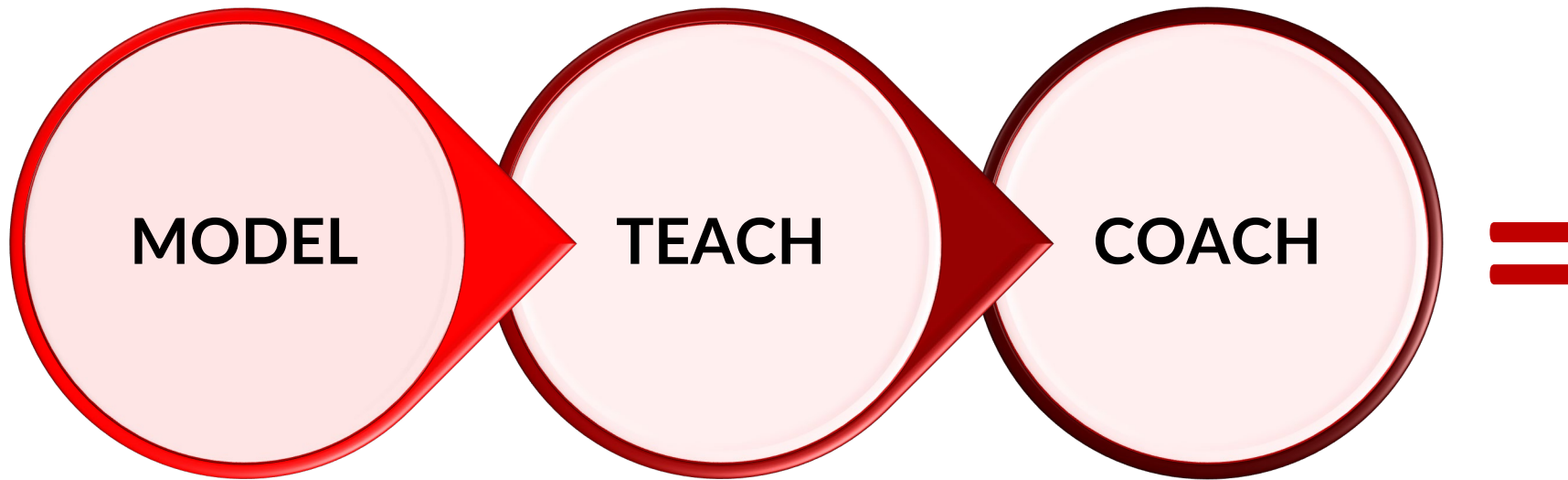


TRAINING CAPABILITIES

3 Phases Defined



**Certified In-Store
Service Trainers**

Interactive Learning process accomplished by
“TELLING and DOING”

TRAINING CAPABILITIES

Phase Review

MODELING	“Trainer Tells - Trainer Does”	
TRAINER	Explains Process	Demonstrates Process
TRAINEE	Asks Questions	Observes Process

TEACHING 1	“Trainee Tells - Trainer Does”	
TRAINER	Listens to Instruction	Demonstrates Process
TRAINEE	Gives Instructions	Observes Process
TEACHING 2	“Trainee Tells - Trainee Does”	
TRAINER	Answers Questions	Observes Process
TRAINEE	Explains Process	Demonstrates Process

COACHING 1	“Trainer Supports - Trainee Does”	
TRAINER	Give Feedback	Observe Process
TRAINEE	Listen to Feedback	Demonstrate Process
COACHING 2	“Trainee Supports - Trainer Does”	
TRAINER	Listen to Feedback	Demonstrate Process
TRAINEE	Give Feedback	Observe Process

