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bottom-line training®

TENTATIVE ITINERARY

By the end of this seminar, participants will be able to:

1. Name Zingerman's 4 Training Plan Questions and use them to develop Training Plans.
2. Name Zingerman's 5 Steps to Effective On-Shift Training and use them to train staff more effectively.
3. Demonstrate how to use new training tools and techniques.
4. Call upon a network of peers to help get past roadblocks.
5. Take responsibility for the effectiveness of your own training.

MONDAY

- 7:30 AM Breakfast
- 8:00 AM Welcome, Introductions, Overview
Zingerman's History and Vision
Why Bottom-Line Training®?
Key Elements of Bottom-Line Training
4 Training Plan Questions
1. What is expected—and by when?
- Noon Lunch
2. How will the information be made available?
 3. How will we know expectations are/are not being met?
 4. What are the rewards/consequences for meeting/not meeting expectations?
- 4:00 PM Adjourn
- 4:45 PM *Tour of Zingerman's Deli (optional)*

TUESDAY

- 7:00 AM *Tour of Zingerman's Bakehouse (optional)*
- 7:30 AM Breakfast
- 8:00 AM Welcome Back, Overview of Day Two
Effective Organizational Change
Train the Trainer – Resources for In-house Trainers
- Noon Lunch
- Open Forum (Structured Q&A with Staff)
Developing a Training Plan
- 4:00 PM Adjourn