

TRAIN THE TRAINER & MENTORSHIP TRAINING TO SUPPORT RAP EMPLOYERS



NATE CARLSON, TA PROGRAM MANAGER



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

SPEAKERS

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Train the Trainer: Mentoring in Apprenticeship Programs

Bonnie Moore, Director to Center for Business & Industry

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Why Train the Trainer Matters

- The Challenge
- The Solution
- Bottom Line



Core Components Overview

- Adult Learning Theory
- Communication Styles
- Tell-Show-Do Method
- Managing Common Objections
- Mastery Assessment



Adult Learning Theory

- Why This Matters
- Key Principles
- Critical Impact



Communication Styles Using DiSC

- Why Communication Style Matters
- The Four Styles
- Critical Impact



Tell-Show-Do Method

- Why This Structure is Essential
- The Three Steps
- Why Each Step Matters
- Critical Impact



Managing Common Objections

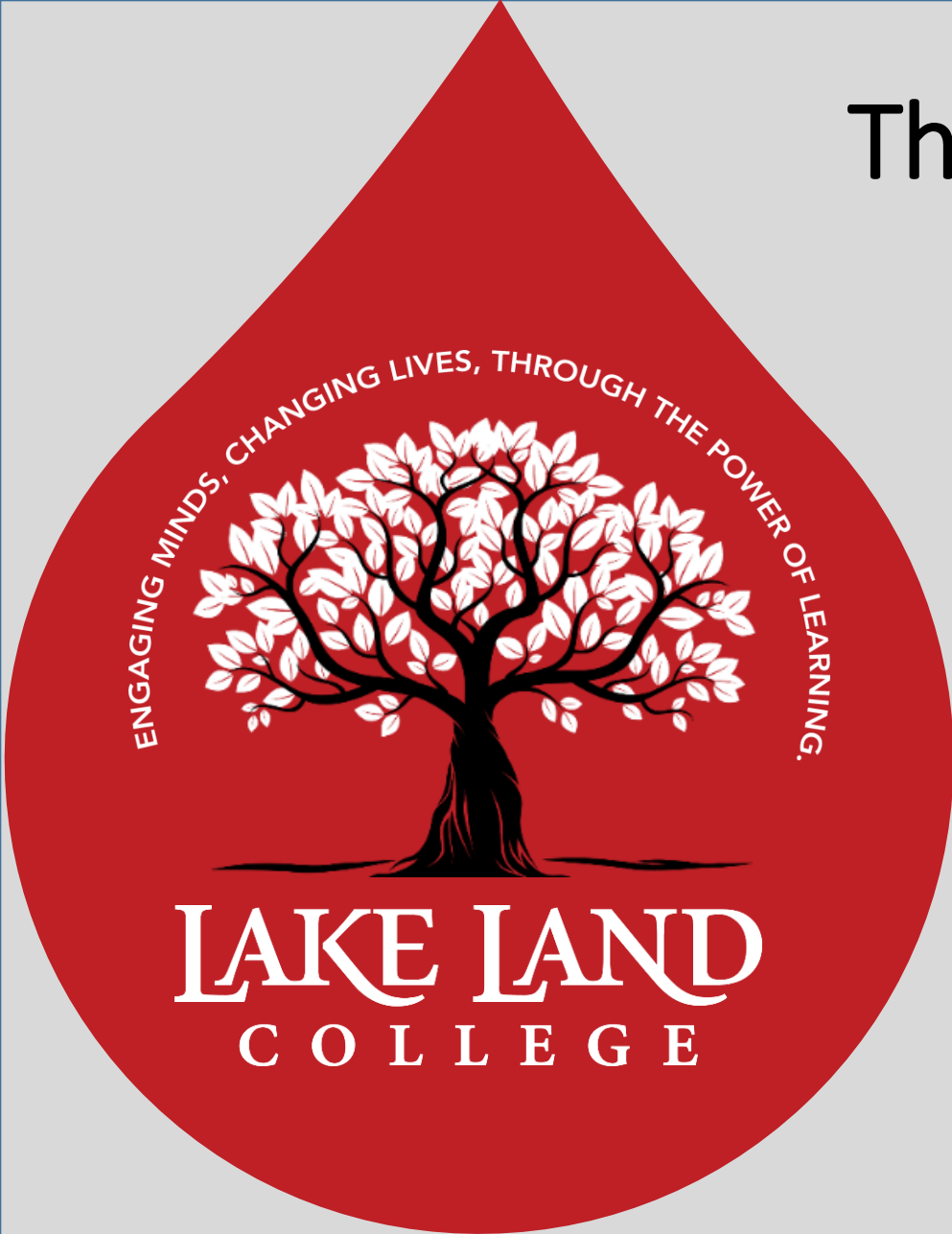
- Why This Training is Critical
- Most Common Objections
- Response Framework
- Critical Impact

Mastery Assessment



- Why This Is a Make-or-Break Skill
- Key Assessment Indicators
- Assessment Methods
- Critical Impact

The Integration



- The Synergy Effect
 - Adult Learning Theory + DiSC
 - Tell-Show-Do + Objection Management
 - All Four + Mastery Assessment
- Real Results

Next Steps – Implementation



- Action Items
 - Identify Current Mentors
 - Schedule Comprehensive Training Sessions
 - Provide Ongoing Support and Refresher Training
 - Measure Results
- Remember
 - Mentor Training is an Investment
 - Great Mentors are Made, not Born
 - Consistent Application Transform Your Program



Questions?

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Note: Sources are available upon request.

APPRENTICESHIP

Mentor

Training



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What is the Mentor's Role?

- Model workplace skills & behaviors
- Provide coaching and feedback
- Assess competencies
- Support professional growth

Understanding Apprenticeships

- Blend of on-the-job training & classroom learning
- Competency-based progression
- Structured standards set by industry
- Mentors ensure alignment with standards



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- Observe task performance
- Use checklists & rubrics
- Confirm consistency & safety
- Provide specific feedback

Training & Coaching Techniques

- Demonstrate → Explain → Practice → Feedback
- Break tasks into steps
- Encourage questions
- Balance correction with encouragement



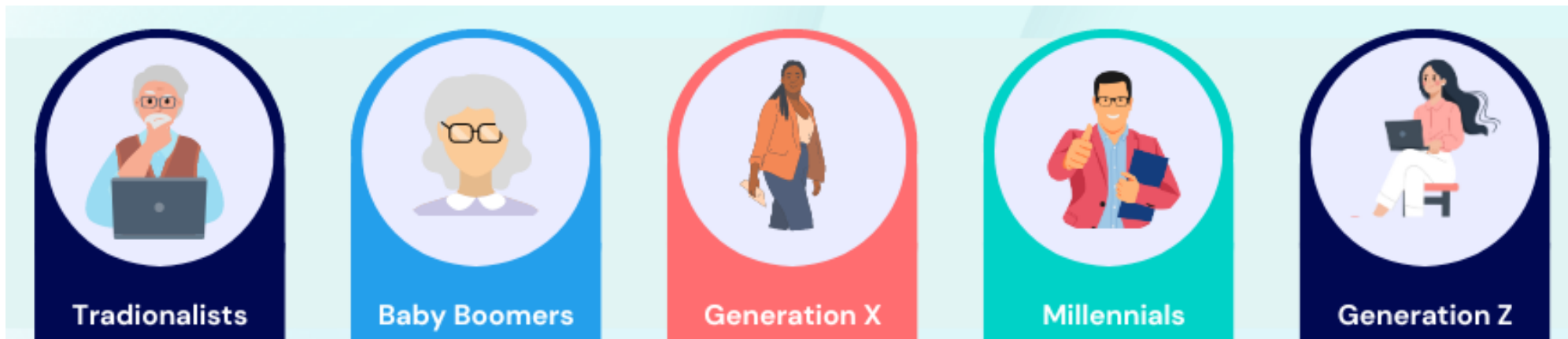
Communicating Effectively

- Be clear & specific
- Active listening
- Ask open-ended questions
- Adjust to individual learning styles



Adapting Communication by Generation

- Boomers: respect experience, provide context
- Gen X: be concise, focus on efficiency
- Millennials: collaborative, explain 'why'
- Gen Z: use technology, frequent check-ins

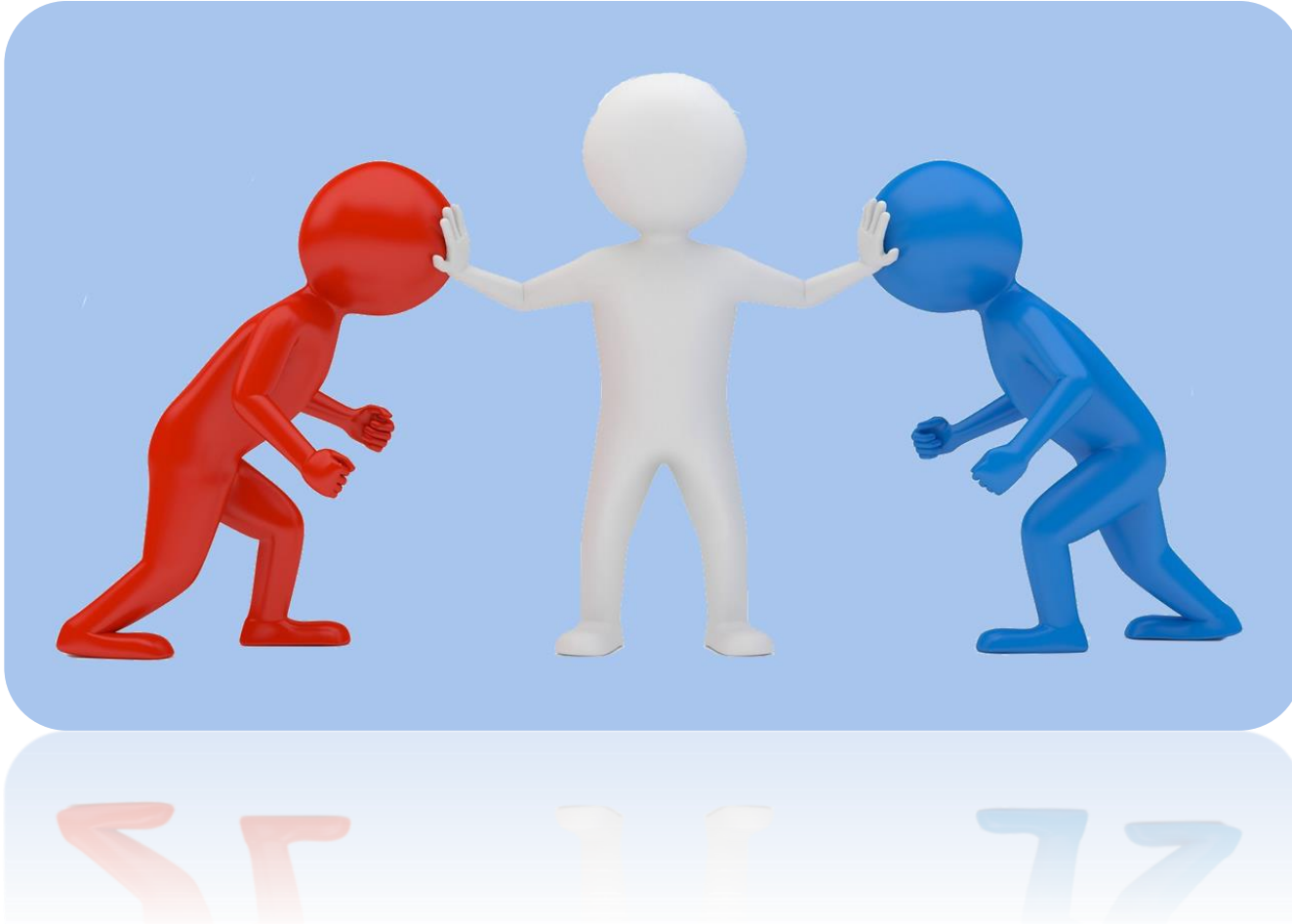


Building Trust with Apprentices

- Be approachable and consistent
- Respect apprentice contributions
- Share your own learning experiences
- Provide safe space for mistakes



Handling Conflict & Challenges



- Address issues early
- Focus on behavior, not personality
- Collaboratively find solutions
- Involve supervisors when necessary

Productive Meetings & Check-ins

Check-in

- Set clear goals for meetings
- Use agendas & ground rules
- Keep discussions focused
- End with action items

Key Takeaways



- Mentorship is essential to apprenticeship success
- Assess competencies with fairness and consistency
- Communicate and train with adaptability
- Build trust and foster growth across generations

Final Thought



As a mentor, you're not just teaching skills—you're shaping futures. Every moment you spend guiding, encouraging, and listening helps an apprentice gain the confidence to grow into their full potential. Apprentices may forget the details of what you taught, but they will never forget how you made them feel capable, valued, and ready to succeed.

Thank You!

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Supporting Employers & Intermediaries as an LWIA

Becca Ryan

Gateway Apprenticeship Hub

Madison County Employment & Training Department

Intermediary Training

Apprenticeship Intermediaries act as connectors between employers, education providers, and the workforce system, and support program sustainability

There are several ways we can train intermediaries

- 🕒 **Teaching a new language**
- 🕒 **Technical assistance for RAPIDS and reporting**
- 🕒 **Funding and sustainability**
- 🕒 **Business development**



Employer Training

Employers often need guidance on how to best support apprentices with diverse needs, including those with disabilities.

- **Identify gaps in employer understanding and readiness**
- **Enhancing our own capacity to train – Windmills Awareness Training, Gold Star Customer Service Training**
- **Equip employers with skills to foster an environment where apprentices can thrive**



Mentorship Training



Mentors are critical to apprentice success. Well-prepared mentors improve apprentice retention, skill development, and job satisfaction.

- **Ensure mentors are equipped with coaching, communication, and support strategies**
- **Provide direct benefits to mentors through professional development credits – continuing education**
- **Respond to the challenges of apprentices**

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