



BATTERY SOFT SKILLS & ROADSIDE SAFETY TRAINING

SUMMER 2026



JOIN A SESSION



NO PREREGISTRATION REQUIRED

Open enrollment sessions are held every Tuesday (July 14th through September 29th)
There will be no class on September 8th



TUESDAY SESSION OPTIONS

- Battery Soft Skills (3.5 hours):
- 7 am PT | 9 am CT | 10 am ET
- Roadside Safety Training (3.5 hours):
- 11:30 am PT | 1:30 pm CT | 2:30 pm ET



ATTEND VIRTUALLY

Classes are offered live and virtual via Microsoft Teams and are facilitated by ACE Contract Station Instruction trainers

ABOUT THE COURSES

Battery Soft Skills Training (BSS) is focused on the “soft skills” that help technicians highlight the benefits of the AAA Battery Service Program. This course addresses how to respond to typical questions from members and how to ethically overcome common sales objections. Participants will have the opportunity to practice the skills they are learning and interact with other technicians; a working microphone is required to participate.

Roadside Safety Training (RST) is focused on skills to help improve technician safety at the roadside. This includes vehicle blocking techniques, ensuring member safety, cone placement, equipment readiness, situational awareness, planning escape routes, and more. At the end of the course, Technicians are required to pass a short assessment (80%+) via Highway Heroes Academy to receive credit for the training.

SCAN QR CODE TO JOIN:

BATTERY SOFT SKILLS (MORNING SESSION)



ANY BSS SESSION

ROADSIDE SAFETY TRAINING (AFTERNOON SESSION)



ANY RST SESSION