

# Training Central



Educate ...

Achieve ...

Excel ...

Fall 2018



Associated Employers

# Drug & Alcohol:

Course Code: RSCS-0918

## Reasonable Suspicion Certification for Supervisors

### HOW YOU WILL BENEFIT

- Learn how to identify the signs, symptoms and effects of alcohol or controlled substance use
- Learn how to approach an employee and initiate reasonable suspicion testing
- Learn proper documentation techniques
- Tips on how to deal with difficult situations

### WHAT YOU WILL COVER

- Current regulations
- Mandated reasonable suspicion for supervisors training

### WHO SHOULD ATTEND

Owners, managers, supervisors and human resource professionals will benefit by attending this seminar.

Cost: AE Member \$ 75  
 Non-Member \$100

State and Federal regulations require that supervisors of employees subjected to reasonable suspicion drug and alcohol testing attend a total of two hours of training on alcohol abuse and controlled substance use. The training will assist supervisors in determining whether reasonable suspicion exists to require an employee to undergo testing. The training shall include the physical, behavioral, speech, and performance indicators of probable alcohol misuse and use of controlled substances.



Location	Facility	Date	Time
Great Falls	Great Falls Int'l Airport	09/24/2018	2:00 pm - 4:30 pm
Bozeman	BW Plus GranTree Inn	10/22/2018	2:00 pm - 4:30 pm
Billings	AE Training Rooms	11/08/2018	9:00 am - 11:30 am

# Hospitality Management: Basics and a Bit Beyond

Course Code: HMB-0918

Whether it be a restaurant or a hotel, hospitality management is unique with multiple challenges all seemingly happening at once! From unhappy guests, to seasonal hourly employees, the daily things we must overcome in Hospitality can seem insurmountable, but with organization and tools to get things done, Hospitality Management is a rewarding career. In this course, we will address some of the basics of management and discuss the out of the ordinary challenges that hospitality managers must meet in order to be successful.

### HOW YOU WILL BENEFIT

- Get proficient with management basics
- Think in depth about your communication and your results
- Learn to take control of discipline situations for productive outcomes
- Feel more confident in managing hourly and seasonal employees

### WHAT YOU WILL COVER

- Management Basics: Communication, Coaching, Delegation and Discipline
- Guest Service and Scheduling for Success
- Walk the Talk and Being Prepared to Step In
- Cultivating Fun

### WHO SHOULD ATTEND

- Managers/Supervisors in the Hospitality Field
- HR professionals looking for ideas on training managers/supervisors in Hospitality



8:30 am - 4:30 pm		
CITY	FACILITY	DATES
Missoula	Solstice Building	9/18/2018

Cost: AE Member \$160 Additional Member \$115  
 Non-Member \$225 Additional Non-Member \$180

# Management Excellence A Leadership & Management Development Seminar Series

Course Code: LMD-0918

Today's leaders have varying levels of relationships and responsibilities with their staff. Leaders are coaches, counselors, problem solvers and goal setters. This seminar will explore how today's leaders can maintain technical expertise while demonstrating an effective style of leadership. Competencies that will be gained from this session include personal, interpersonal and group skills. Leaders will be able to apply these skills in the arenas of one-on-one situations, facilitation of group performance and becoming an overall effective leader.

Leaders who attend this seminar will develop individual, one-on-one and group competencies needed to keep pace with their evolving leadership roles and responsibilities.

**Cost:**

AE Member \$550\* Additional Member \$400  
Non-Member \$700\* Additional Non-Member \$575

**HOW YOU WILL BENEFIT**

- Analyze and enhance your interpersonal skills to help you communicate, listen, and handle conflict in the workplace
- Learn how to be more influential with others
- Recognize your Strengths and Development Opportunities and how to minimize your weaknesses by maximizing your strengths
- Enhance your performance management abilities
- Learn how to maximize results while managing group dynamics

**WHAT YOU WILL COVER**

- ✓ DiSC Personality Profile
- ✓ Communication
- ✓ Conflict Management
- ✓ Performance Management/Dialogue/Coaching
- ✓ Discipline/Termination/Performance Appraisals
- ✓ Team Building
- ✓ Developing the Leader

8:30 am - 4:30 pm				
Location	Facility	Day1	Day2	Day 3
Great Falls	Great Falls Int'l Airport	09/18/2018	09/25/2018	10/02/2018
Bozeman	BW GranTree Inn	10/09/2018	10/23/2018	10/31/2018
<b>**Coming to Billings in December**</b>				

# 2018 Communication Upgrade

Course Code: CU-1118

Effective communication skills are essential to help your employees, managers and organization meet their objectives.

Communication is only accomplished when both the sender and the receiver understand the same information. Your success, both personally and professionally, is closely tied to your ability to effectively communicate. During this seminar, you will learn a simple, yet proven method of using your knowledge of "Type" preferences to become a more dynamic and efficient communicator.

**HOW YOU WILL BENEFIT**

- Personal awareness of how others see you
- Self-assess to determine your dominant behavioral style
- Understand how your "style" effects communications and relations with others
- Analyze the audience of the intended message to determine the best way to communicate and deliver the message

**WHAT YOU WILL COVER**

- DiSC Personality Profile
- Different Personality Types & Communication Styles
- Active Listening
- Feedback & Understanding
- Moments of Truth
- Various activities, role plays and case studies

*This course benefits everyone from entry-level positions to company owners.*



8:30 am - 12:00 pm		
CITY	FACILITY	DATES
Missoula	Solstice Building	11/08/2018

Cost: AE Member \$145 Additional Member \$115  
Non-Member \$170 Additional Non-Member \$145

# Critical Compliance Training for HR Professionals

Course Code: CCTH-1018

When it comes to regulatory compliance, there are certainly danger zones that every business needs to stay on top of; with this "compliance check-up" course, you'll find out how healthy your organization is when comparing to HR Best Practices.

This seminar is geared towards Human Resource professionals and practitioners, management level staff, and business owners

## HOW YOU WILL BENEFIT

Why compliance training? The concept of compliance is to make sure that organizations act responsibly. The advantages of developing effective compliance processes are many:

- Provides overall strategy to protect your organization;
- Arms staff with knowledge and tools to apply the concepts;
- Contributes to a culture of compliance; and
- May mitigate damages in enforcement actions



## LEARNING OBJECTIVES

We offer contemporary solutions to help you navigate these hot spots:

- The tricky triad of ADA/FMLA/Worker's Compensation
  - Practical Guidelines with real life scenarios
  - Interplay when managing leaves of absence and return-to-work
  - Overcoming overlap challenges
- Foundations of Wage & Hour
  - Exempt/Non-Exempt Classifications – how it affects pay and how to apply leave
  - FLSA Basics – wage and overtime requirements
  - On-call, travel, and training wage rules
  - Reductions in pay
- How to Survive Enforcement Actions
  - Discrimination Claims and Hearings
  - EEO and AAP Reporting Requirements; what to expect in an audit
  - ICE Audits (I-9's and Immigration reform)
  - Unemployment Claims and Appeals

8:30 am - 4:30 pm		
CITY	FACILITY	DATES
Billings	AE Training Rooms	10/23/2018

### Cost:

AE Member	\$160*	Additional Member	\$115
Non-Member	\$225*	Additional Non-Member	\$180



"Associated Employers is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP<sup>SM</sup> or SHRM-SCP<sup>SM</sup>."

"Associated Employers is a recognized provider of recertification credits. HR Certification Institute® (HRCI®) pre-approved these program for 1 HR (General) credit per hour of instruction towards aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification."



## To Register:

Phone: 406.248.6178

Email [reg@aehr.org](mailto:reg@aehr.org)

Online: [www.associatedemployers.org](http://www.associatedemployers.org)

\* Register at least 14 days prior to the start of the training and receive a \$15 Early Registration Discount.

Note: Discounts DO NOT apply to Additional Members or Additional Non-Members.

### CANCELLATION POLICY:

If you must cancel, please do so at least 2 business days prior to the start of training. Any cancellations received with less than 2 business days notice, will be billed as follows: \$30 for our Reasonable Suspicion class, \$50 for any half-day class, \$75 for any full-day class or \$100 for the Management Excellence Series. Please call our office at 406.248.6178 or email [reg@aehr.org](mailto:reg@aehr.org) to cancel. Substitutions are welcomed with prior notice.

# Training Without Travel

## Fall 2018 Webinar Series



Associated Employers

### Cost per webinar:

AE Member Companies - \$60 Non-member Companies - \$95  
Price is for one (1) login. Additional logins are available for \$5 each.

**Webinars are held from noon to 1 p.m.**

### Facts & Myths of Drug & Alcohol Testing in Montana

Date: 09/12/2018

- Who can be tested?
- What types of testing can you perform?
- When can you start testing?
- Where do you get more information?
- Why should you drug & alcohol test?

### ADA: A Primer for Employers

Date: 09/26/2018

- Governing law
- Definition of a disability
- Essential job duties
- Reasonable accommodation
- Retaliation

### Documentation: The Why & How for Supervisors

Date: 10/10/2018

- Why documentation is so important
- Who in your organization should document issues
- Four main types of documentation
- Why you should always partner with HR
- How to write meaningful and useful documentation

### To Register:

Phone: 406.248.6178 | Email [reg@aehr.org](mailto:reg@aehr.org)

Online: [www.associatedemployers.org](http://www.associatedemployers.org)

### Organizational Culture: Creating & Maintaining Your Ideal Workplace

Date: 10/24/2018

- Defining your organizational culture
- Your ideal culture
- Creating your ideal culture
- Maintaining your ideal culture

### Managing Stress in the Workplace

Date: 11/14/2018

- Personal tips
- Management tips
- Interpersonal skills
- Conflict management
- Respect

### Developing the New Leader

Date: 11/28/2018

- How to put people first
- Honesty with staff
- Building trust with staff
- Transitioning from peer to supervisor
- Delegation

### Not available for the live version?

If these times do not fit your schedule, recorded versions are available for purchase on our website two days after the live version.



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**See the reverse side for Training Central Classroom Schedule**