

# ***Your Education & Training Resource***



Associated **Employers**



**HUMAN  
RESOURCES**



**HEALTH  
BENEFITS**



**WORKER  
COMPENSATION**



**RECRUITING**



**TRAINING**



**PAYROLL**



**SURVEYS &  
COMPENSATION**

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

406-248-6178



**MONTANA SAFETY  
SERVICES COUNCIL**



**SAFETY  
TRAINING**



**COMPUTER LAB  
TRAINING**



**OSHA  
COMPLIANCE**



**SAFETY  
CONSULTING**



**WRITTEN SAFETY  
PROGRAMS**



**SAFETY  
ASSESSMENTS**



**DOT HAZARDOUS  
MATERIAL**

[www.mssc.org](http://www.mssc.org)

406-248-4893

2727 Central Avenue, Ste. 2, Billings MT 59102



**Associated Employers**



**AE** is a non-profit membership association committed to the success of employers and their businesses. Founded in 1916, AE currently serves over 950 businesses across Montana and Wyoming.

**The Mission** of the Association is to provide expert advice, support, information, education and training in Employee Relations, Management, Human Resources, Research and Governmental areas and related matters directed to the promotion and establishment of a positive employer/employee relationship.

**Our Commitment** is to provide our members with the information they need, the training they require and the direct help they request in an accurate and timely manner.

<p><b><u>Information Resources</u></b></p> <ul style="list-style-type: none"> <li><i>The HR Hotline:</i> Unlimited access to certified HR, compensation and payroll professionals</li> <li><i>Resources:</i> Monthly printed newsletter highlighting important HR and compliance information</li> <li><i>HR AnswersNow:</i> the 24/7 HR Resource</li> </ul> <p><b><u>Business Development</u></b></p> <ul style="list-style-type: none"> <li>Strategic Planning</li> <li>Succession Planning</li> <li>Meeting Facilitation</li> </ul> <p><b><u>Payroll Services</u></b></p> <ul style="list-style-type: none"> <li>Process Payroll Per Pay Period</li> <li>Prepare Quarterly Reports</li> <li>Prepare Year End Reports</li> </ul>	<p><b><u>Human Resource Services</u></b></p> <ul style="list-style-type: none"> <li>HR Needs Assessment</li> <li>On-site HR Partnering</li> <li>Recruiting Services</li> <li>Employee Handbooks</li> <li>Affirmative Action Services</li> <li>Job Descriptions</li> <li>On-site Investigations</li> <li>Drug &amp; Alcohol Testing Programs</li> </ul> <p><b><u>Training &amp; Development</u></b></p> <ul style="list-style-type: none"> <li>Executive Development</li> <li>Leadership &amp; Management Development</li> <li>Teambuilding, Communication, Conflict</li> <li>HR Educational Programs</li> <li>Executive Coaching</li> <li>Webinars</li> </ul>	<p><b><u>Research &amp; Compensation</u></b></p> <ul style="list-style-type: none"> <li>Wage &amp; Salary Surveys</li> <li>Policies &amp; Benefits Surveys</li> <li>Compensation System Design</li> <li>Employee Opinion Surveys</li> <li>360 Degree Peer Reviews</li> <li>Customer Satisfaction Surveys</li> </ul> <p><b><u>Group Health Trust</u></b></p> <ul style="list-style-type: none"> <li>Group Medical/Dental/Vision and Life Plans</li> <li>Benefit Consulting</li> <li>COBRA/HIPAA Assistance</li> <li>Insured Products</li> <li>Premium Only Plans</li> </ul>
---	---	--



**JobJupiter.com**

**Member Fee Schedule**

Full-Day Workshop	\$1400
Half-Day Workshop	\$ 900
Quarter-Day Workshop	\$ 600
Consulting Per Hour	\$ 100

**Non-Member Fee Schedule**

Full Day Workshop	\$1900
Half Day Workshop	\$1200
Quarter-Day Workshop	\$ 800
Consulting Per Hour	\$ 140

# Course Listings

## Employee Development



<p><b>BUILDING BLOCKS OF PERFORMANCE MANAGEMENT</b></p> <p>This course will provide basic building blocks to assist managers with effectively managing the performance of their team members and teams. The course starts with a look in the mirror and how can I better manage myself. We then move into providing tools to manage others.</p> <ul style="list-style-type: none"> <li>• DiSC Personality Profile/Effective communication</li> <li>• Develop trust and equitably establish expectations</li> <li>• Hold employees accountable</li> <li>• Performance management</li> <li>• Walk the Talk</li> </ul>	<p><b>CUSTOMER SERVICE NICHE</b></p> <p>This course offers customer service training based on attitude, communication, and listening. Learn how effectively using these three simple tools can keep customers doing business with YOUR organization and telling others about the great service you provide.</p> <ul style="list-style-type: none"> <li>• Fantastic service</li> <li>• Customer expectations</li> <li>• Dealing with angry customers</li> <li>• Moments of truth</li> </ul>
<p><b>COACHING FOR IMPROVED WORK PERFORMANCE</b></p> <p>This seminar focuses on helping leaders define and enhance their coaching and counselling roles.</p> <ul style="list-style-type: none"> <li>• Understand what coaching is</li> <li>• Define the coaching relationship</li> <li>• Resolve problems that interfere with performance</li> <li>• Provide coaching guidance to develop employees</li> </ul>	<p><b>EFFECTIVE PRESENTATION SKILLS</b></p> <p>This seminar will examine how executing four different components will allow participants to deliver impactful presentations with more confidence.</p> <ul style="list-style-type: none"> <li>• Four key components of a presentation</li> <li>• Three purposes of a presentation</li> <li>• Creating the presentation</li> <li>• Classroom management- dealing with difficult participants</li> <li>• Various activities and role play are utilized</li> </ul>
<p><b>CONFLICT MANAGEMENT / HANDLING DIFFICULT EMPLOYEE BEHAVIORS</b></p> <p>This seminar will help you understand and manage conflict for positive outcomes, manage difficult employees, and put an end to unproductive and disruptive behavior.</p> <ul style="list-style-type: none"> <li>• Conflict self-assessment</li> <li>• Conflict response</li> <li>• Enable a more productive and comfortable work environment</li> <li>• Build confidence in managing conflict</li> </ul>	<p><b>EFFECTIVE TEAM DYNAMICS</b></p> <p>This workshop focuses on the skills needed to successfully build and maintain a productive employee team framework.</p> <ul style="list-style-type: none"> <li>• Creating team identity</li> <li>• Characteristics of an effective vs ineffective team</li> <li>• Team dynamics</li> <li>• Setting team goals and norms</li> <li>• Decision making and problem solving exercises</li> </ul>

# Course Listings

## Employee Development



<p><b>HOSPITALITY MANAGEMENT</b></p> <p>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. Fantastic service</p>	<p><b>MANAGING THE GENERATION GAP</b></p> <p>This seminar will enhance the ability of managers and employers to recognize, respond to, and resolve differences involving generational issues where productivity, teamwork, and customer satisfaction suffer if not handled effectively.</p> <ul style="list-style-type: none"> <li>• Generations defined</li> <li>• Tips for working with every generation</li> <li>• Competitive edge for the organization</li> <li>• Problem escalation prevention</li> </ul>
<p><b>INTERPERSONAL RELATIONSHIP EXCELLENCE &amp; EFFECTIVE COMMUNICATION</b></p> <p>Each member's profile and classical pattern will be examined and discussed as to how each can and should relate to others on a team where differences exist.</p> <ul style="list-style-type: none"> <li>• Dimension strengths</li> <li>• Networking</li> <li>• How to adapt personal style and communication to more effectively work and interact with others</li> <li>• Hearing vs listening</li> <li>• Effective listening skills</li> </ul>	<p><b>MANAGING THE TRANSITION OF CHANGE</b></p> <p>This course will assist managers in understanding the difficulties involved in getting people to change. It will also help your employees to understand and cope with change in a manner that is not negative.</p> <ul style="list-style-type: none"> <li>• Change vs transition</li> <li>• Three phases of transition</li> <li>• Effective communication during change</li> <li>• Four P's of change</li> <li>• Building trust</li> </ul>
<p><b>MANAGEMENT EXCELLENCE</b></p> <p>In this 6-session seminar, explore how to maintain technical expertise while demonstrating an effective style of leadership.</p> <ul style="list-style-type: none"> <li>• DiSC Personality Profile / Communication</li> <li>• Conflict Management</li> <li>• Performance Management / Dialogue / Coaching</li> <li>• Discipline / Termination / Performance Appraisals</li> <li>• Teambuilding / Developing a Leader</li> </ul>	<p><b>NURTURING THE LEADER WITHIN US</b></p> <p>This program is designed around the concept that managers/supervisors need to learn to lead as opposed to just manage. Where management means doing things right, leadership means doing the right things.</p> <ul style="list-style-type: none"> <li>• Learn how to put people first</li> <li>• Honesty</li> <li>• Trust</li> <li>• Special treatment</li> <li>• Courage</li> </ul>

# Course Listings

## Employee Development



<p><b>PERFORMANCE MANAGEMENT - CULTURE OF DIALOGUE / PERFORMANCE APPRAISALS</b></p> <p>This seminar will examine the benefits of creating a culture of trust within the organization and discuss an effective performance appraisal process.</p> <ul style="list-style-type: none"> <li>• Motivating through creating a Culture of Dialogue and positive reinforcement</li> <li>• Understanding a performance appraisal system</li> <li>• Creating an effective performance appraisal</li> </ul>	<p><b>TIPS FOR MANAGING YOUR TIME</b></p> <p>Each of us has the same amount of time but never enough time. The key is not to manage time, but to manage ourselves. The choices we make about what we are doing with our time are critical.</p> <ul style="list-style-type: none"> <li>• Prioritizing</li> <li>• Analyzing</li> <li>• Filtering</li> <li>• Scheduling</li> <li>• Executing</li> </ul>
<p><b>RESPECT AND DIVERSITY IN THE WORKPLACE</b></p> <p>This session will raise basic awareness in how we interact with external contacts and co-workers.</p> <ul style="list-style-type: none"> <li>• 10 commandments of good manners</li> <li>• Cost of rudeness</li> <li>• Cell phone and email etiquette</li> <li>• Harassment prevention overview</li> <li>• Diversity</li> </ul>	<p><b>TRAIN-THE-TRAINER</b></p> <p>This skills development seminar is designed to allow each participant the opportunity to learn key steps in the training process. Using the techniques learned in the session, participants will build leadership skills and self-confidence.</p> <ul style="list-style-type: none"> <li>• Business needs for training</li> <li>• Stages of adult learning</li> <li>• The 10 commandments of training</li> <li>• Training model</li> </ul>

## Human Resources

<p><b>ADA / FMLA / WORKERS' COMPENSATION</b></p> <p>This session will focus on an overview of ADA and FMLA laws and how organizations need to comply with the laws. In addition, Workers' Compensation will be covered, and participants will learn how all three interact.</p> <ul style="list-style-type: none"> <li>• Americans With Disabilities Act (ADA) overview</li> <li>• Family and Medical Leave Act (FMLA) overview</li> <li>• Workers' Compensation overview</li> </ul>	<p><b>CRITICAL COMPLIANCE</b></p> <p>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. Americans With Disabilities Act (ADA) overview</p> <ul style="list-style-type: none"> <li>• The tricky triad of ADA/FMLA/Worker's Compensation</li> <li>• Foundations of Wage &amp; Hour</li> <li>• How to Survive Enforcement Actions</li> </ul>
--	--

# Course Listings

## Human Resources



<p><b>DISCIPLINE AND TERMINATION</b></p> <p>This workshop will give managers the tools to understand the fair, consistent, and legal way to discipline and discharge employees.</p> <ul style="list-style-type: none"> <li>• Overview of Montana Wrongful Discharge from Employment Act (MWDEA)</li> <li>• Good cause</li> <li>• Due process</li> <li>• Disciplinary process</li> </ul>	<p><b>EMPLOYEE RECORDKEEPING / DEVELOPING EMPLOYEE HANDBOOKS</b></p> <p>This seminar will provide an understanding of the law and common practices of employee recordkeeping and information needed to maintain records and reduce liability.</p> <ul style="list-style-type: none"> <li>• Federal and State regulations</li> <li>• Types of employee files / personnel files</li> <li>• Record retention</li> <li>• Employee handbooks</li> </ul>
<p><b>DOT &amp; NON-DOT DRUG &amp; ALCOHOL COMPLIANCE: REASONABLE SUSPICION</b></p> <p>DOT mandated Alcohol and Substance Abuse Compliance is a program that is often misunderstood and incorrectly administered. Montana laws that govern the testing of Non-DOT employees further complicates drug and alcohol testing programs.</p> <ul style="list-style-type: none"> <li>• Current regulations</li> <li>• Proper compliance with DOT</li> <li>• Proper compliance with Non-DOT</li> <li>• Mandated Reasonable Suspicion for Supervisors training</li> </ul>	<p><b>EMPLOYMENT LAW</b></p> <p>This one-day workshop develops participants' understanding of recent changes or modification of the laws that impact every decision, policy, and practice involving employees of their organizations. It also develops a practical understanding of government regulations and the skills needed to interpret and apply these laws, so that the laws can be readily communicated to all levels of personnel within the organization.</p> <ul style="list-style-type: none"> <li>• Discussion topics vary from year to year</li> </ul>
<p><b>EFFECTIVE RECRUITING PROCESS</b></p> <p>This seminar will give you the confidence and tools necessary to evaluate your personnel needs and hire the best candidate for the position and for your organization.</p> <ul style="list-style-type: none"> <li>• Creating a recruiting strategy</li> <li>• Developing behavioral-based interview questions</li> <li>• Evaluation of resumes</li> <li>• Reference checking</li> </ul>	<p><b>FUNDAMENTALS OF COMPENSATION SYSTEMS</b></p> <p>This seminar will provide an overview of the compensation function, from designing a compensation program that supports your organization's business strategies, to administering your pay system.</p> <ul style="list-style-type: none"> <li>• Developing a compensation philosophy</li> <li>• Developing and maintaining a pay structure</li> <li>• Communicating compensation to employees</li> </ul>

# Course Listings

## Human Resources



<p><b>FUNDAMENTALS OF PAYROLL</b></p> <p>With regulatory rules and complicated calculations, payroll may be a potential hidden liability for your company. This seminar is an excellent source of information for the person who is just starting in payroll or for the person who has been in payroll for years.</p> <ul style="list-style-type: none"> <li>• Determine correct worker status</li> <li>• Properly define and pay for overtime</li> <li>• Withhold deductions properly</li> <li>• Deposit taxes correctly</li> <li>• Prepare quarterly tax reports properly</li> </ul>	<p><b>HUMAN RESOURCE PRACTICES</b></p> <p>This seminar will examine the role of Human Resources in the organization. Training and discussion will occur in regards to primary functions and applicable laws and regulations.</p> <ul style="list-style-type: none"> <li>• Gain insight from knowledge and experience from facilitators who have 30+ years of Human Resource management experience</li> <li>• Share questions and information with program participants</li> <li>• Topics will vary from year to year</li> </ul>
<p><b>HARASSMENT AND DISCRIMINATION PREVENTION IN THE WORKPLACE</b></p> <p>Any kind of harassment can have devastating effects in the workplace. Because the Equal Rights Commission views managers and supervisors as company representative, companies must ensure proper training for supervisors and proactive education for employees</p> <ul style="list-style-type: none"> <li>• Federal and State law overview</li> <li>• Sexual harassment</li> <li>• Other illegal forms of harassment</li> <li>• Retaliation</li> <li>• Your support role as peer or supervisor</li> </ul>	<p><b>SOCIAL MEDIA: WHAT IS AN EMPLOYER TO DO?</b></p> <p>This seminar will explore the benefits and pitfalls of social media policies in the workplace. Generational characteristics will be discussed in relation to the need for social media policies. Conflict management tips will be introduced to assist participants with issues when they arise.</p> <ul style="list-style-type: none"> <li>• Policy “do’s” and “don’ts”</li> <li>• Discipline/termination for social networking infractions</li> <li>• Sample social media policies</li> <li>• Generational characteristics and differences</li> <li>• Conflict management</li> </ul>
<p><b>HR “FAST TRACK”</b></p> <p>Back when, there was no such thing as “HR.” Simply hand out cut-and-dried information, and make sure said employee consumes said information and signs a pile of paperwork. But today, HR processes are integral to the success of any business enterprise.</p> <p>This Fast Track course will not only “upload” your internal HR functions into a whole new level of professionalism, but also assure HR best practices and compliance in your workplace.</p> <ul style="list-style-type: none"> <li>• Recruitment and Onboarding</li> <li>• Life Cycle of an Employee</li> <li>• Bringing it all together</li> </ul>	<p><b>UNDERSTANDING PAYROLL DEDUCTIONS</b></p> <p>Adding to the complexity of the payroll department’s responsibilities, employee paychecks are often subject to deductions other than those for federal, state and local taxes or for the purchase of various employee benefits. Come learn the particular guidelines associated with the non-routine deduction; how to comply with the requests or court ordered deductions; and communicate them to the employee impacted.</p> <ul style="list-style-type: none"> <li>• Gain an understanding of voluntary and non-voluntary deductions</li> <li>• Learn how to calculate the appropriate amounts to withhold for employee garnishments</li> <li>• Determine the correct order to withhold amounts when you have multiple garnishment requests for an employee</li> </ul>



## Course Listings

### Human Resources



<p><b>WAGE &amp; HOUR LAW BASICS</b></p> <p>This program will review the Fair Labor Standards Act (FLSA) provisions, including job classifications and overtime pay, uncover areas of vulnerability and possible noncompliance issues.</p> <ul style="list-style-type: none"> <li>• Identify and correct wage and hour problems</li> <li>• Wage and hour audit prevention</li> <li>• Exempt vs non-exempt classifications</li> <li>• Overtime computation</li> </ul>	<p><b>WORKPLACE VIOLENCE PREVENTION</b></p> <p>Learn the skills necessary to prevent the threats, abuse, and other aggression your employees may encounter in the workplace.</p> <ul style="list-style-type: none"> <li>• What is workplace violence, how can it manifest itself, and who can commit it?</li> <li>• When is workplace violence committed?</li> <li>• What are the signs?</li> <li>• What kinds of threats to watch for</li> <li>• How can you prevent workplace violence?</li> </ul>
--	--

### Webinar Topics

<p>ADA/FMLA/WC</p> <p>Affirmative Action</p> <p>Board of Directors</p> <p>Change Management</p> <p>Coaching</p> <p>Compensation</p> <p>Conflict Management</p> <p>Conflict Resolution</p> <p>Customer Service</p> <p>Developing the New Leader</p> <p>Discipline/Termination</p> <p>Drug &amp; Alcohol</p> <p>Effective Communication</p> <p>Effective On-Boarding</p> <p>Employee Handbooks</p> <p>Generations</p> <p>Harassment Prevention</p> <p>HR 101</p> <p>I-9 Compliance</p> <p>Independent Contractor</p>	<p>Investigations</p> <p>Job Description Basics</p> <p>New Hire Orientation</p> <p>Organizational Culture</p> <p>OSHA 300 Logs</p> <p>Payroll Deductions</p> <p>Performance Appraisals</p> <p>Policy vs. Procedure</p> <p>Project Management</p> <p>Recordkeeping</p> <p>Respect &amp; Diversity in the Workplace</p> <p>Sales Success</p> <p>Social Media</p> <p>Strategic Planning</p> <p>Stress Management</p> <p>Succession Planning</p> <p>Surveys</p> <p>Time Management</p> <p>Wage &amp; Hour</p> <p>Workplace Violence Prevention</p>
--	--



# **MONTANA SAFETY SERVICES COUNCIL**

---

2727 Central Avenue, Ste. 2, Billings MT 59102

406.248.4893      [www.mssc.org](http://www.mssc.org)

**Safety Training**

**Consulting**

**Technical Assistance**

**Seminars**

**Program Development**



**MSSC**

***Your Education & Training Resource***

**Safety Consulting**

- Emergency action planning
- Exposure Assessments  
IH Monitoring
- Occupational Safety & Health  
General Industry  
Construction Industry
- On-site OSHA Style Safety Audits
- On-Site Needs Assessments

**Technical Assistance**

- Compliance Issues
- Ergonomics
- Hot line assistance
- Incident Investigation
- Industrial Hygiene
- Member services
- Quantitative Fit Test
- Safety program development

**Certifications**

- CPR/AED/First Aid
- CSTOP® Contractor Safety
- Forklift Train-The-Trainer
- OSHA 10/30 Construction

**Training**

- Accident Investigation
- Bloodborne Pathogen Training
- Confined Space
- Construction Safety Training
- Custom Site-Specific Training
- Defensive driving
- Electrical Safety/Arc Flash
- Excavation & Trenching
- Fall Protection
- H2S Awareness
- Hazard Communication Standard
- Hazard Identification
- HAZWOPER
- Hearing Conservation
- Lock Out/Tag Out
- Personal Protective Equipment
- Portable fire extinguishers
- Respiratory Protection
- Scaffold Construction Safety
- Small Spill Control Clean-Up
- Substance Specific OSHA (CrVI, Pb, Silica, etc)



**What is Montana Safety Services Council?**

The Montana Safety Services Council is a non-profit educational association established in 1993 to provide safety and health related services. MSSC currently serves more than 150 business in all areas of service; manufacturing; construction; medical; energy; retail; wholesale; transportation; and refining throughout Montana and Wyoming. These services include occupational safety training, consulting, technical assistance, needs assessments, safety audits, and safety program development to our membership and the public at large.

**Montana Safety Services Council Commitment**

MSSC's commitment is to advance and improve both general and construction industries safety culture through education and training. The Council recognizes that if improvement in safety performance and awareness is to be achieved, a unified effort involving business owners, contractors and our labor force must be realized.

**Our Mission**

The Council is dedicated to the enhancement of Montana's safety culture through education and training programs. Our goal is to serve and assist business owners, contractors, labor, as well as the general public to advance and improve worker safety knowledge. We strive to reduce worker fatalities and injuries furthering reduction in workers' compensation insurance costs and to enhance productivity.

**Member Fee Schedule**

Full-Day Workshop	\$1400
Half-Day Workshop	\$ 900
Quarter-Day Workshop	\$ 600
Consulting Per Hour	\$ 100

**Non-Member Fee Schedule**

Full Day Workshop	\$1900
Half Day Workshop	\$1200
Quarter-Day Workshop	\$ 800
Consulting Per Hour	\$ 140

# Online Training Lab

37 Training Stations Available



MONTANA'S SOLE



RESOURCE for



CHS LAUREL, EXXONMOBIL & PHILLIPS 66 BILLINGS REFINERIES  
SITE SPECIFIC TRAINING

MSSC Members \$20 | Non-Members \$25

- Training is available Monday-Friday 8am to 5pm.
- Reserve training for your employees at least 24 hours in advance, this will guarantee their time.
- Training classes are 1 1/2—2hrs long.
- Walk-ins accepted if training space is available.
- The last training will begin at 2:30 pm.



## REQUIRED SAFETY TRAINING

for individuals who work in highly hazardous environments. C-STOP Basic Training Includes the following: Process Safety Management, Hazardous Materials, Confined Spaces, Emergency Response, Excavation, Trenching, Lead Awareness, Lock and Tag, Hazardous Energy training, Overhead and Gantry Crane Safety, Personal Protective Equipment, Scaffold Safety and more.

- 8 hour initial—\$100
- 4 hour refresher—\$50

## ONE HOUR SAFETY COURSES OFFERED

- Aerial Lift Awareness - WEB
- Asbestos Awareness WBT
- Benzene Awareness WBT
- Bloodborne Pathogens WBT
- Electrical Safety - Web
- Firewatch WBT
- Hazcom - Web Based
- Hearing Conservation WBT
- Hydrofluoric Acid -Web
- Hydrogen Sulfide WBT
- Lockout Tagout WBT
- Safety Awareness 5
- Scaffold User WBT
- WBT Confined Space

## OPERATOR QUALIFICATIONS POTENTIAL TRAININGS

(Not all inclusive)

- |   |                                |                                |
|---|--------------------------------|--------------------------------|
| Abandonment of Facilities                   | Gas Control                    | Pipeline Crossings             |
| Abnormal Conditions & Safety                | Hot Tapping & Stopping         | Pipeline Leak Repair           |
| Atmospheric Corrosion                       | Inspecting & Testing Relief Va | Pipeline Pigging               |
| Basic Electronics:PLCs                      | Installation of Anodes         | Pipeline Purging               |
| Cathodic Protection Criteria                | Installation of Steel Mains    | Pipeline Shutdown & Startup    |
| Cathodic Protection Troubleshooting         | Installation of Test Stations  | Plastic Pipe Fusion            |
| Cathodic Protection-Rectifier               | Installation Plastic Mains-PT1 | Plastic Pipe Fusion - Spanish  |
| CGIs & Flame Ionization                     | Installation Plastic Mains-PT2 | Population Density Change      |
| Characteristics & Properties of Natural Gas | Interference (AC/DC)           | Pressure Testing Steel & Plast |
| Compressor Operation: Gas Path              | Internal Corrosion Monitoring  | Preventing Accidental Ignition |
| Compressor Operation: Power Cylinder        | Investigating Pipeline Failure | Protective Coatings            |
| Compressor Operation: Compressor            | Leak & Pipeline Failure        | Reciprocating Compressor Units |
| Compressor Operation:Turbine                | Leak Survey & Classification   | Up-Rating Pipeline Systems     |
| Compressor Station Operations               | Mechanical Fittings            | Valve Maintenance              |
| Damage Prevention                           | Natural Gas Operations         | Valve Operators                |
| Effective Media Relations                   | Odorization                    | Vault Inspection               |
| Electric Arc Welding                        | Operator Qualification Summary | Weld Repairs & Procedures      |
| Electrical Insulator Inspection             | OSHA Rigging - Inspection      | Welder Qualification           |
| Electrofusion                               | OSHA/DOT-Excavation Safety     |                                |
| Emer Plans & Public Contractor              | Oxygen/Acetylene Welding       |                                |
| Fundamentals of Electricity                 | Pipe-to-Soil Surveys           |                                |

# Classroom Course Listing

## Certifications



<p><b>CSTOP © TRAINING 8 HOUR &amp; 4 HOUR REFRESHER (Contractor Safety Training Orientation Program)</b></p> <p>An industrial safety training orientation program designed to provide contractor employees with a basic understanding of hazards and safety procedures associated with work in industrial facilities.</p> <ul style="list-style-type: none"> <li>• Verifiable and certifiable</li> <li>• Focuses on 12 OSHA basic construction industry safety requirements</li> <li>• Accident prevention</li> </ul>	<p><b>FORKLIFT TRAIN-THE-TRAINER COURSE (PIT Instructor)</b></p> <p>Forklift Train-the-trainer Certification Course, three-year certification provides four hours of formal classroom training presented with lecture, video, and PowerPoint presentations, focusing on OSHA's final rule 29CFR1910.178.</p> <ul style="list-style-type: none"> <li>• Requirements for training</li> <li>• Presentation tips</li> <li>• Required OSHA guidelines</li> <li>• Includes forklift TTT guide manual</li> <li>• Includes course support DVD</li> </ul>
<p><b>CPR / AED / FIRST AID COURSES</b></p> <p>Medic First Aid BasicPlus CPR, AED, and First Aid for Adults</p> <ul style="list-style-type: none"> <li>• Essential responsibilities</li> <li>• Recognizing a medical emergency</li> <li>• Making the decision to help</li> <li>• Activating EMS system</li> <li>• Providing basic first aid care</li> </ul>	<p><b>OSHA 10/30 CONSTRUCTION</b></p> <p>The 10-Hour &amp; 30-Hour OSHA Construction Industry Outreach Training Program is intended to provide an entry-level construction worker with a general awareness to recognize and prevent hazards on a construction site.</p>

## Training

<p><b>ACCIDENT INVESTIGATION</b></p> <ul style="list-style-type: none"> <li>• The goals of an accident investigation</li> <li>• Securing an accident scene</li> <li>• "Root-cause" analysis</li> <li>• The importance of investigative interviews</li> <li>• Assisting in an accident investigation</li> <li>• Reporting the "near misses"</li> <li>• The role of policies, equipment and training on accident prevention</li> </ul>	<p><b>CONFINED SPACE</b></p> <ul style="list-style-type: none"> <li>• How to identify a confined space</li> <li>• Confined space hazards</li> <li>• How to control or eliminate the hazards</li> <li>• Confined space entry procedures</li> <li>• Confined space permits</li> <li>• Employee training needs</li> <li>• Confined space worker duties</li> <li>• Emergency and rescue services</li> </ul>
<p><b>BLOODBORNE PATHOGENS</b></p> <ul style="list-style-type: none"> <li>• What are bloodborne pathogens (BBPs)?</li> <li>• Why are they harmful?</li> <li>• How can I protect myself?</li> <li>• What is our Exposure Control Plan?</li> </ul>	<p><b>CUSTOM SITE SPECIFIC TRAINING</b></p> <p>Matched to your company's needs.</p>

# Classroom Course Listing

## Training (cont)



<p><b>DEFENSIVE DRIVING</b></p> <ul style="list-style-type: none"> <li>• Importance of driving safely</li> <li>• Preparing to drive</li> <li>• Driving on the freeway</li> <li>• Driving on city streets</li> <li>• Speeding</li> <li>• Drinking and driving</li> <li>• Parking</li> <li>• Cell phone use</li> </ul>	<p><b>H2S AWARENESS</b></p> <ul style="list-style-type: none"> <li>• Properties &amp; characteristics</li> <li>• Working safely with H2S</li> <li>• Contingency plan</li> <li>• Employee protection</li> <li>• Detection</li> <li>• Emergency response</li> </ul>
<p><b>ELECTRICAL SAFETY</b></p> <ul style="list-style-type: none"> <li>• How electricity works</li> <li>• Definitions</li> <li>• Grounding</li> <li>• Electrical shock</li> <li>• Injuries from electrical shock</li> <li>• Safety rules</li> <li>• Personal Protective Equipment</li> <li>• Lockout/Tagout</li> <li>• Arc Flash</li> </ul>	<p><b>HAZARD IDENTIFICATION</b></p> <p>Useful for employees &amp; employers who do site inspections in fixed or mobile locations</p> <ul style="list-style-type: none"> <li>• Types of hazards</li> <li>• Exposure</li> <li>• Probability and severity</li> <li>• Hazard control hierarchy</li> </ul>
<p><b>EXCAVATION &amp; TRENCHING</b></p> <ul style="list-style-type: none"> <li>• Hazards</li> <li>• Competent person</li> <li>• Soil analysis</li> <li>• Protective systems</li> <li>• Safety precautions</li> <li>• Access &amp; egress</li> <li>• Excavated materials (spoil)</li> <li>• Mobile equipment</li> <li>• Surface crossings</li> </ul>	<p><b>HAZCOM (EMPLOYEE RIGHT TO KNOW)</b></p> <ul style="list-style-type: none"> <li>• Contents of the OSHA Standard</li> <li>• To whom the standard applies</li> <li>• Understanding chemicals:</li> <li>• Physical and health hazards</li> <li>• Routes of exposure</li> <li>• Acute or chronic effects</li> <li>• SDS and chemical labels</li> <li>• Personal Protective Equipment</li> <li>• Exposure to hazardous chemicals</li> <li>• Leaks and spills</li> </ul>
<p><b>FALL PROTECTION</b></p> <ul style="list-style-type: none"> <li>• When do you need fall protection</li> <li>• Types of fall protection</li> <li>• Requirements of the Fall Protection Standard</li> <li>• Fall arrest systems</li> <li>• Written fall protection plan</li> </ul>	

# Classroom Course Listing

## Training (cont)



### **HAZWOPER 40 HOUR SITE WORKER, 24 HOUR TECHNICIAN, 8 HOUR OPERATIONS, AND FIRST RESPONDER AWARENESS**

Meet the requirements for certification of 29 CFR 1910.120 and other applicable regulations for certification to the HAZWOPER 40, 24, and 8 hour duties

- An understanding of hazardous substances/materials and the risks associated with them in the workplace.
- Knowledge of health effects to the human body (toxicology).
- The ability to minimize risks from the hazardous materials.
- Knowledge how to prepare a site safety and health plan and a job hazard analysis.
- The ability to identify the hazardous substances, if possible including the use of the Department of Transportation (DOT) labeling system, National Fire Protection Association (NFPA) 704 placard system, Hazardous Materials Information System (HMIS), container profiles, the Globally Harmonized System (GHS) and Safety Data Sheets (SDSs).
- An understanding of how to select and use proper personal protective equipment (PPE)
- An understanding of basic hazardous materials terms.
- An understanding of the concepts of decontamination and of its importance in hazardous materials operations
- An understanding of methods to contain and control spills relating at work sites.

### **HAZWOPER REFRESHER**

In compliance with OSHA 29 CFR 1910.120 regulations, the HAZWOPER refresher training is required for individuals having a role at hazardous waste sites. Annual refresher training is required for individuals in order to maintain their initial certification.

### **HEARING CONSERVATION**

- The effects of noise on hearing
- Hearing protection – their purpose, types and use
- The purpose of audiometric testing and how it works
- Your right to see noise measurement records and hearing test results

### **LOCK OUT/TAG OUT—HAZARDOUS ENERGY CONTROL**

- What is lockout/tagout
- Training of lockout/tagout procedures
- Authorized employees
- Affected employees
- Standards for locks and tags
- Procedures for lockout/tagout
- Procedures before locks and tags removed
- Procedures for special lockout/tagout occasions

### **PERSONAL PROTECTIVE EQUIPMENT**

- When PPE is required to protect an employee, who is responsible for payment for personal protective equipment?
- When is the employer required to implement a personal protection program?
- The 7 categories of PPE
- Proper selection of PPE

### **PORTABLE FIRE EXTINGUISHERS**

- The fire triangle
- Types of fires & classes of fire extinguishers
- Rules for fighting fire
- Fire extinguisher use
- Fire extinguisher inspection / maintenance

# Classroom Course Listing

## Training (cont)



### RESPIRATOR PROTECTION

- When respirators are needed
- Types of respirators and their limitations
- What you must do when respirators are required
- What you must do when respirators are optional (worn voluntarily)

### SUBSTANCE SPECIFIC OSHA (CrVI, Pb, Benzene, etc)

- Review of OSHA substance specific standards
- Exposure limits
- Regulated areas
- Exposure monitoring
- Methods of compliance
- Respiratory protection
- Medical surveillance
- Communication of hazards

### SCAFFOLD SAFETY

- OSHA standard
- Requirements
- Inspections
- Fall hazards
- Access
- Struck by falling objects
- What is a competent person?
- What is a qualified person?

## Benefits of Membership

- 4 hours of no-charge consultation during each membership year
- Discount fees for seminars and programs
- Monthly newsletter
- Testing services
- Reference library and training videos
- Hotline service
- Online Risk Management Center