

Training Central



Educate ...
Achieve ...
Excel ...

Fall 2019



Associated Employers

Drug & Alcohol:

Course Code: RSCS-1019

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
Missoula	Missoula Federal CU	10/15/2019	9:00 am - 11:30 am
Great Falls	Holiday Inn	10/16/2019	2:00 pm - 4:30 pm
Bozeman	Best Western GranTree Inn	10/30/2019	9:00 am - 11:30 am
Billings	AE Training Rooms	11/14/2019	9:00 am - 11:30 am

Critical Compliance Training for HR Professionals

Course Code: CCTH-0919

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	09/24/2019

Cost:

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

Management Excellence

Course Code: LMD-0919

A Leadership & Management Development Seminar Series



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

Management Excellence

Time: 9:00 am - 4:30 pm

Location	Facility	Day1	Day2	Day 3
Missoula	Missoula Federal CU	09/10/2019	09/17/2019	09/26/2019

Time: 8:30 am - 4:30 pm

Location	Facility	Day1	Day2	Day 3
Billings	AE Training Rooms	10/01/2019	10/08/2019	10/15/2019
Great Falls	Holiday Inn	10/17/2019	10/24/2019	10/31/2019
Bozeman	Best Western GranTree Inn	10/22/2019	10/29/2019	11/06/2019

Customer Service Niche

Course Code: CS-1119

Explore how to truly differentiate yourself from your competition in the arena of customer service.

Many organizations advertise low prices and great customer service, as the reasons consumers should do business with them. What does great customer service really mean? It is more than just a friendly smile and a greeting, even though these are excellent places to start. Customer service is a tool that can be used to ensure you have the opportunity to maintain and gain wallet share. This seminar offers customer service training based on attitude, communication, and personal awareness. Find out how effectively using these three simple tools can keep customers doing business with YOUR organization and telling others about the great service you provide.

HOW YOU WILL BENEFIT

- Heightened awareness of the importance of great customer service
- Understand how the role of attitude fits into great customer service
- Understand how the role of effective communication fits into great customer service

WHAT YOU WILL COVER

- Customer service attitude
- Fantastic Service
- Effective communication
- Customer expectations
- Dealing with angry customers
- Moments of Truth
- Various activities, role plays and case studies

WHO SHOULD ATTEND

Anyone who is new in a customer service role, needs a refresher on what great customer service looks like, or has the responsibility of managing customer service situations will benefit from this seminar.

Cost:	AE Member	\$125	Additional Member	\$95
	Non-Member	\$150	Additional Non-Member	\$125

9:00 am - 12:30 pm		
CITY	FACILITY	DATES
Missoula	Missoula Federal CU	11/12/2019

Training Without Travel



Fall 2019 Webinar Series

Navigating the Cannabis Controversy: Marijuana Legalization & Impacts on Employers

Date: 09/11/2019

- Marijuana & Impairment
- State legalization
- Federal laws regarding marijuana use
- Marijuana and the duty to accommodate
- Practical considerations

Employee Records: Organized & Legal

Date: 09/25/2019

- What files do you want to have?
- Who should have access?
- Where do you properly store them?
- When can you dispose of them?
- Why follow best practices?

Documentation: The Why & How for Supervisors

Date: 10/09/2019

- 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

HR 101: Short Course in Human Resources

Date: 10/23/2019

- Recruiting process
- New hire process
- Employment process
- Workers Compensation basics

The Importance of Strategic Planning

Date: 11/06/2019

- Understand why organizations plan
- Facts and fiction about strategic planning
- External environmental scans
- Internal environmental scans
- Process

Developing the New Leader

Date: 11/20/2019

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

Webinars are held from noon to 1 p.m.

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.

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

To Register: Phone: 406.248.6178 | Email reg@aehr.org | 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.



"Associated Employers is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM."

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 to cancel. Substitutions are welcomed with prior notice.

"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."

