

Training Central



Educate ...

Achieve ...

Excel ...

**Winter
2019-2020**



Associated Employers

Customer Service Niche

Course Code: CSN-0220

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 personal awareness fits into great customer service
- Understand how the role of effective communication fits into great customer service

WHAT YOU WILL COVER

- DiSC Personality Profile
- 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

New in a customer service role? Manage customer service situations? Need a refresher on what great customer service looks like? This seminar is for you!

Cost: AE Member \$180 Additional Member \$135
Non-Member \$245 Additional Non-Member \$200

8:30 am - 4:30 pm		
CITY	FACILITY	DATES
Billings	AE Training Rooms	02/25/2020

From Hire to Fire

Course Code: FHTF-0120

Human Resources is a dynamic field and covers a wide array of areas. In order to be known as an employer of choice, it is important that an organization manage its personnel. Join us as we examine the role of human resources in your organization, with a review of the primary functions and applicable laws and statutes. Receive valuable information on the areas of HR that can trip an employer up, and take away materials you can use within your organization to improve the management of your most valuable resource—your employees.

HOW YOU WILL BENEFIT

- Gain an understanding of the recruiting process that will enhance your ability to select the best candidate while minimizing your legal liabilities
- Learn the importance of proper orientation of new employees to enhance retention and performance
- Receive guidance on properly classifying employees under the wage and hour regulations
- Learn how to avoid the most common wage and hour mistakes made by employers
- See the role HR plays in the management of each employee's performance

WHAT YOU WILL COVER

- ✓ Recruiting Process, Including Importance of a Strategy, the Job Description, and a Systematic Approach
- ✓ New Hire Orientation, Including Why This Process Can
- ✓ Make or Break Whether the Employee Succeeds
- ✓ Employment Process, Including a Look at Wage and Hour Regulations, Policies, and Recordkeeping
- ✓ Performance Management Process, Including a look at Performance Evaluation Systems, Discipline, and Termination

WHO SHOULD ATTEND

Experienced and new Human Resources staff, as well as non-human resource managers, who need to better understand personnel-related issues will benefit from attending this seminar.

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

8:30 am - 4:30 pm		
CITY	FACILITY	DATES
Billings	AE Training Rooms	01/21/2020

Drug & Alcohol:

Course Code: RSCS-0220

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

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.

WHO SHOULD ATTEND

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



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

Location	Facility	Date	Time
Billings	AE Training Rooms	02/20/2020	9:00 am - 11:30 am

Harassment Prevention Training for Supervisors

Course Code: HP-0120

The unfortunate topic of harassment in the work environment has come forefront with the various national new stories recently. It is vitally important that your supervisors are properly trained around harassment prevention awareness and how to handle potential situations that may arise in the workplace. This seminar will provide your supervisors with the knowledge and tools needed to recognize problematic situations and to promote a harassment and discrimination-free workplace.

HOW YOU WILL BENEFIT

- Gain insight from knowledge and experience of facilitators who have multiple years of Human Resource Management experience
- Share questions and information with program participants
- Explore and discuss human resource best practices
- Identify proactive approaches to organization culture
- Understand steps to take to remedy situations

WHAT YOU WILL COVER

- ✓ Governing Law
- ✓ Negative Effects of Harassment in the Workplace
- ✓ Two Forms of Sexual Harassment
- ✓ Other Illegal Forms of Harassment
- ✓ Importance of Retaliation Awareness
- ✓ Legal Consequences of Illegal Harassment
- ✓ How to Prevent & Respond to Harassment

Owners, managers, supervisors, potential supervisors and Human Resource managers will benefit by attending this course.

Cost: AE Member \$ 75 Non-Member \$125



CITY	FACILITY	DATE	TIME
Missoula	Solstice Building	01/15/2020	9:00 am - 11:00 am

Workplace Culture: Communication

Course Code: WCC-0220

We talk a lot in today's HR world about the culture of our workplace. What does that mean? How do we create a culture of caring and inclusivity while also promoting getting the job done? In this class, we will talk about culture and communication, working through conflict and creating our best teams to get the job done and have satisfied employees. Your culture does so much for your business whether you realize it or not, so let's work to empower our employees to own their culture and love where they work!

HOW YOU WILL BENEFIT

- Look at different types of communicators and how they present in our workplace
- Get a start on developing strong Emotional Intelligence
- What to do when you see conflict emerge
- Enhance performance by recognizing strengths and weaknesses in teams
- Bring back professionalism to the workplace

Anyone interested in learning about workplace culture and the things we can do as employees, leaders, and owners to create a workplace that is inclusive, fun, nurturing and productive.

Cost:

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

WHAT YOU WILL COVER

- ✓ Communication Types and Styles
- ✓ Emotional Intelligence
- ✓ Active Listening
- ✓ Professionalism
- ✓ Conflict Resolution
- ✓ Effective Team Dynamics



CITY	FACILITY	DATE	TIME
Missoula	Solstice Building	02/12/2020	9:00 am - 12:30 pm



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

"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."



* 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 to cancel. Substitutions are welcomed with prior notice.

To Register:

Phone: 406.248.6178 | Email reg@aehr.org

Online: www.associatedemployers.org

Training Without Travel



Associated Employers

Winter 2019-2020 Webinar Series



Webinars are held from noon to 1 p.m.

Understanding Mandatory OSHA 300 Logs

Date: 12/04/2019

- Who is required to maintain OSHA records?
- What forms must be used, and how do I complete them?
- Injury versus Illness and other Criteria
- First Aid versus Medical Treatment
- The 5-Step Process

The Harassment-Free Workplace: Creating Your Policy & Your Culture

Date: 12/18/2019

- What's OK and What's Not OK
- Retaliation awareness
- How to prevent and respond
- Policy development
- Creation of a respectful workplace culture

Discipline & Termination in Montana

Date: 01/08/2020

- Overview of Montana Wrongful Discharge from Employment Act
- Establishing good cause
- Due process
- Grounds for immediate termination
- Conducting a disciplinary action

Emotional Intelligence & Effective Leadership

Date: 01/22/2020

- What is EQ (Emotional Quotient)?
- The five components of EQ
- EQ pitfalls
- Improving our EQ
- Other factors to consider

FMLA & Montana Maternity Leave Act Overview

Date: 02/05/2020

- Family Medical Leave Act (FMLA) overview
- Montana Maternity Leave Act overview
- Leave processes
- End of leave- what happens?
- Common employer pitfalls

Mentor's Guide to Coaching

Date: 02/19/2020

- Coach defined as Guide, Teacher, Motivator or Mentor
- Types of mentoring
- Benefits of mentoring
- Do's & Don'ts
- Goals & Objectives

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

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.



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