



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

**Spring
2020**

**Training
Central**



Associated Employers

Navigating the Multi-Generational Workforce

Course Code: GEN-0320

Organizations are experiencing a unique dynamic in the workplace: there are now five generations working together. Each generation brings their own talents and perspectives to the organizational table, so the combination inevitably presents both new advantages and new challenges to managers.

This seminar will enhance the ability of managers and employees to recognize and capitalize on the strengths in their diverse workforces, and also to respond and resolve differences where productivity, teamwork and customer satisfaction could suffer if not handled effectively.

WHAT YOU WILL COVER

- Generations Defined
- Changes in How We Do Business Today
- Communication and Conflict Resolution
- Advantages of a Diverse Workforce
- Hands-on Activities & Video Instruction



WHO SHOULD ATTEND

This seminar will benefit all levels of an organization from frontline employees to upper management.

HOW YOU WILL BENEFIT

- Individuals:
 - Ability to Recognize Differences as Advantages
 - Enhanced Communication Skills
 - Improved Morale
 - More Effective Teamwork
- Organization:
 - Competitive Edge
 - Improved Performance & Efficiency
 - Recruitment & Retention of Top Performers
 - Problem Escalation Prevention

Cost:

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

9:00 am - 12:30 pm		
CITY	FACILITY	DATES
Missoula	Solstice Building	03/04/2020

From Hire to Fire

Course Code: FHTF-0320

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
Helena	Delta Hotels by Marriott	04/28/2020
	Helena Colonial	
Missoula	Solstice Building	05/21/2020

Drug & Alcohol:

Course Code: RSCS-0420

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	Virtual Training	04/08/2020	1:30 pm - 4:00 pm
Billings	AE Training Room	05/14/2020	9:00 am - 11:30 am

Employment Law Seminar

Course Code: ELHR-0620

Do you need to obtain a more thorough understanding of the vital responsibility of Human Resources? This seminar focuses on technical aspects as well as the operational and administrative issues Human Resource Managers face today. Various aspects of Employment Law are covered.

CROWLEY FLECK PLLP
ATTORNEYS

HOW YOU WILL BENEFIT

- Avoid costly litigation
- Confidently deal with complex employment law and employee relations issues
- Develop policies and procedures that do not violate federal statutes
- Protection from the damaging effects of uneducated employment decisions
- Gain knowledge and understanding from the legal experts from an area law firm

WHAT YOU WILL COVER

Attorney Presentation:

- Montana Employment Basics to Include Wrongful Discharge
- Investigations- Who, What, Why, When, Where
- Minimizing Wage Claims- Navigating the FLSA; Employee Classifications
- Cannabis Update- Employer Rights; What does the future possibly hold?

This class is intended for experienced and new Human Resource professionals, as well as non-human resource managers, who need to gain a better understanding of personnel-related issues.



04/16/2020 8:30 am - 4:30 pm	
CITY	FACILITY
Billings	AE Training Room

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-0520

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.

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.

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	Day 1	Day 2	Day 3
Billings	AE Training Room	05/05/2020	05/12/2020	05/19/2020



Cost:

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



"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 aPHRTM, PHR®, PHRca®, SPHR®, GPHR®, PHRITM and SPHRITM 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

Spring 2020 Webinar Series



Confronting & Coaching the Problem Employee

Date: 03/04/2020

- Tips to confront
- Importance of effective listening
- Coaching process
- Coaching performance vs. behavior
- Where it goes next

Unemployment Insurance: Managing Claims & Costs

Date: 03/18/2020

- Fundamental concepts
- Avoiding UI Claims
- Receiving a Claim / Employer's response
- Receiving UI determination / Employer's appeal process
- Strategies in managing claims

Tips For Managing Your Time

Date: 04/08/2020

- Time management defined
- Time management process
- Scheduling time and tasks
- Time wasters to avoid
- Procrastination

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

Effective Communication & Delivering Difficult Feedback

Date: 04/22/2020

- Listening defined
- Understanding listening constraints
- Removing (or at least limiting) those constraints
- Delivering difficult news
- Tips to succeed

Customer Service Niche

Date: 05/06/2020

- Quality customer service defined
- Fantastic service components
- Effective communication
- Dealing with angry customers
- Moments of truth

Board of Directors Development: Understanding and Applying the Difference Between Governance and Management

Date: 05/20/2020

- Understanding the Board's role: make policy, plan for the future, and monitor results
- Understand the Board and Administrator Relationship
- Teamwork
- Effective board meetings
- Board skills to strengthen accountability

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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