

Your Education & Training Resource



Associated Employers



**HUMAN
RESOURCES**



**HEALTH
BENEFITS**



**WORKER
COMPENSATION**



RECRUITING



TRAINING



PAYROLL



**SURVEYS &
COMPENSATION**

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

406-248-4893

3435 Mountain Pass Road, Billings MT 59102



Associated Employers



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



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



INTERPERSONAL RELATIONSHIP EXCELLENCE & EFFECTIVE COMMUNICATION

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.

- Dimension strengths
- Networking
- How to adapt personal style and communication to more effectively work and interact with others
- Hearing vs listening
- Effective listening skills

THE BUILDING BLOCKS OF PERFORMANCE MANAGEMENT

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.

- DiSC Personality Profile/Effective communication
- Develop trust and equitably establish expectations
- Hold employees accountable
- Performance management
- Walk the Talk

MANAGEMENT EXCELLENCE

In this 6-session seminar, explore how to maintain technical expertise while demonstrating an effective style of leadership.

- DiSC Personality Profile / Communication
- Conflict Management
- Performance Management / Dialogue / Coaching
- Discipline / Termination / Performance Appraisals
- Teambuilding / Developing a Leader

CONFLICT MANAGEMENT / HANDLING DIFFICULT EMPLOYEE BEHAVIORS

This seminar will help you understand and manage conflict for positive outcomes, manage difficult employees, and put an end to unproductive and disruptive behavior.

- Conflict self-assessment
- Conflict response
- Enable a more productive and comfortable work environment
- Build confidence in managing conflict

COACHING FOR IMPROVED WORK PERFORMANCE

This seminar focuses on helping leaders define and enhance their coaching and counselling roles.

- Understand what coaching is
- Define the coaching relationship
- Resolve problems that interfere with performance
- Provide coaching guidance to develop employees

PERFORMANCE MANAGEMENT - CULTURE OF DIALOGUE / PERFORMANCE APPRAISALS

This seminar will examine the benefits of creating a culture of trust within the organization and discuss an effective performance appraisal process.

- Motivating through creating a Culture of Dialogue and positive reinforcement
- Understanding a performance appraisal system
- Creating an effective performance appraisal

Course Listings

Employee Development



RESPECT AND DIVERSITY IN THE WORKPLACE

This session will raise basic awareness in how we interact with external contacts and co-workers.

- 10 commandments of good manners
- Cost of rudeness
- Cell phone and email etiquette
- Harassment prevention overview
- Diversity

EFFECTIVE PRESENTATION SKILLS

This seminar will examine how executing four different components will allow participants to deliver impactful presentations with more confidence.

- Four key components of a presentation
- Three purposes of a presentation
- Creating the presentation
- Classroom management- dealing with difficult participants
- Various activities and role play are utilized

MANAGING THE GENERATION GAP

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.

- Generations defined
- Tips for working with every generation
- Competitive edge for the organization
- Problem escalation prevention

TRAIN-THE-TRAINER

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.

- Business needs for training
- Stages of adult learning
- The 10 commandments of training
- Training model

CUSTOMER SERVICE NICHE

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.

- Fantastic service
- Customer expectations
- Dealing with angry customers
- Moments of truth

EFFECTIVE TEAM DYNAMICS

This workshop focuses on the skills needed to successfully build and maintain a productive employee team framework.

- Creating team identity
- Characteristics of an effective vs ineffective team
- Team dynamics
- Setting team goals and norms
- Decision making and problem solving exercises

Course Listings

Employee Development



MANAGING THE TRANSITION OF CHANGE

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.

- Change vs transition
- Three phases of transition
- Effective communication during change
- Four P's of change
- Building trust

NURTURING THE LEADER WITHIN US

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.

- Learn how to put people first
- Honesty
- Trust
- Special treatment
- Courage

TIPS FOR MANAGING YOUR TIME

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.

- Prioritizing
- Analyzing
- Filtering
- Scheduling
- Executing

Human Resources

HARASSMENT AND DISCRIMINATION PREVENTION IN THE WORKPLACE

Any kind of harassment can have devastating effects in the workplace. Because the Equal Rights Commission views managers and supervisors as company representatives, companies must ensure proper training for supervisors and proactive education for employees.

- Federal and State law overview
- Sexual harassment
- Other illegal forms of harassment
- Retaliation
- Your support role as peer or supervisor

WORKPLACE VIOLENCE PREVENTION

Learn the skills necessary to prevent the threats, abuse, and other aggression your employees may encounter in the workplace.

- What is workplace violence, how can it manifest itself, and who can commit it?
- When is workplace violence committed?
- What are the signs?
- What kinds of threats should you watch for?
- How can you prevent workplace violence?

Course Listings

Human Resources



DISCIPLINE AND TERMINATION

This workshop will give managers the tools to understand the fair, consistent, and legal way to discipline and discharge employees.

- Overview of Montana Wrongful Discharge from Employment Act (MWDEA)
- Good cause
- Due process
- Disciplinary process

EFFECTIVE RECRUITING PROCESS

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.

- Creating a recruiting strategy
- Developing behavioral-based interview questions
- Evaluation of resumes
- Reference checking

ADA / FMLA / WORKERS' COMPENSATION

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.

- Americans With Disabilities Act (ADA) overview
- Family and Medical Leave Act (FMLA) overview
- Workers' Compensation overview

WAGE & HOUR LAW BASICS

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.

- Identify and correct wage and hour problems
- Wage and hour audit prevention
- Exempt vs non-exempt classifications
- Overtime computation

EMPLOYMENT LAW

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.

- Discussion topics vary from year to year

HUMAN RESOURCE PRACTICES

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.

- Gain insight from knowledge and experience from facilitators who have 30+ years of Human Resource management experience
- Share questions and information with program participants
- Topics will vary from year to year

DOT & NON-DOT DRUG & ALCOHOL COMPLIANCE: REASONABLE SUSPICION

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.

- Current regulations
- Proper compliance with DOT
- Proper compliance with Non-DOT
- Mandated Reasonable Suspicion for Supervisors training

FUNDAMENTALS OF COMPENSATION SYSTEMS

This seminar will provide an overview of the compensation function, from designing a compensation program that supports your organization's business strategies, to administrating your pay system.

- Developing a compensation philosophy
- Developing and maintaining a pay structure
- Communicating compensation to employees

Course Listings

Human Resources



EMPLOYEE RECORDKEEPING / DEVELOPING EMPLOYEE HANDBOOKS

This seminar will provide an understanding of the law and common practices of employee recordkeeping and information needed to maintain records and reduce liability. Participants will also be guided through the process of determining whether their organization requires an employee handbook.

- Federal and State regulations
- Types of employee files / personnel files
- Record retention
- Employee handbooks

SOCIAL MEDIA: WHAT IS AN EMPLOYER TO DO?

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.

- Policy “do’s” and “don’ts”
- Discipline/termination for social networking infractions
- Sample social media policies
- Generational characteristics and differences
- Conflict management

Course Listings

Webinar Topics



ADA/FMLA/WC	Investigations
Affirmative Action	Job Description Basics
Board of Directors	Meeting Facilitation
Change Management	New Hire Orientation
Coaching	OSHA 300 Logs
Compensation	Performance Appraisals
Conflict Management	Policy vs. Procedure
Conflict Resolution	Project Management
Customer Service	Recordkeeping
Developing the New Leader	Recruitment & Retention
Discipline/Termination	Remote Employee Supervision
Documentation	Respect & Diversity in the Workplace
Drug & Alcohol	Sales Success
Effective On-Boarding	Social Media
Emotional Intelligence	Strategic Planning
Employee Handbooks	Stress Management
Generations	Succession Planning
Harassment Prevention	Surveys
HR 101	Time Management
I-9 Compliance	Wage & Hour
Independent Contractor	Workplace Violence Prevention
Interviewing	



MONTANA SAFETY SERVICES COUNCIL

3435 Mountain Pass Road, Billings MT 59102

406.248.4893 www.mssc.org

Safety Training

Consulting

Technical Assistance

Seminars

Program Development



MSSC

Your Education & Training Resource

Safety Consulting

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

Technical Assistance

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

Certifications

- CSTOP® Contractor Safety
- Forklift Train-The-Trainer
- CPR/AED/First Aid

Training

- Bloodborne Pathogen Training
- Hazard Identification
- Hazard Communication Standard
- Respiratory Protection
- Portable fire extinguishers
- Hearing Conservation
- Personal Protective Equipment
- Fall Protection
- Scaffold Construction Safety
- Confined Space
- Small Spill Control Clean-Up
- Lock Out/Tag Out
- Construction Safety Training
- Custom Site Specific Training
- Defensive driving
- Electrical Safety/Arc Flash
- H2S Awareness
- Accident Investigation
- Excavation & Trenching
- MSHA
- Hazwoper
- 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 130 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 and employees, as well as the general public to advance and improve worker safety knowledge. We strive to reduce worker fatalities and injuries, to further reduce 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

40 Training Stations Available



ExxonMobil



MONTANA'S SOLE RESOURCE for

CHS LAUREL & EXXONMOBIL REFINERIES SITE SPECIFIC and ALKY 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 2:00 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.

- Initial—\$100
- 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	Oxygen/Acetylene Welding
Abnormal Conditions & Safety	Hot Tapping & Stopping	Pipe-to-Soil Surveys
Atmospheric Corrosion	Hydroblast Operator Foundational Training (WJTA)	Pipeline Crossings
Basic Electronics: PLCs	Inspecting & Testing Relief Valves	Pipeline Leak Repair
Catholic Protection Criteria	Installation of Anodes	Pipeline Pigging
Cathodic Protection Troubleshooting	Installation of Steel Mains	Pipeline Purging
Cathodic Protection-Rectifier	Installation of Test Stations	Pipeline Shutdown & Startup
CGs & Flame Ionization	Installation Plastic Mains-PT1	Plastic Pipe Fusion
Characteristics & Properties of Natural Gas	Installation Plastic Mains-PT2	Plastic Pipe Fusion - Spanish
Compressor Operation: Gas Path	Interference (AC/DC)	Population Density Change
Compressor Operation: Power Cylinder	Internal Corrosion Monitoring	Pressure Testing Steel & Plastic
Compressor Operation: Compressor	Investigating Pipeline Failure	Preventing Accidental Ignition
Compressor Operation: Turbine	Leak & Pipeline Failure	Protective Coatings
Compressor Station Operations	Leak Survey & Classification	Reciprocating Compressor Units
Damage Prevention	Mechanical Fittings	Up-Rating Pipeline Systems
Effective Media Relations	Natural Gas Operations	Valve Maintenance
Electric Arc Welding	Odorization	Valve Operators
Electrical Insulator Inspection	Operator Qualification Summary	Vault Operators
Electrofusion	OSHA Rigging - Inspection	Vault Inspection
Emer Plans & Public Contractor	OSHA/DOT-Excavation Safety	Weld Repairs & Procedures
Fundamentals of Electricity		Welder Qualification

Classroom Course Listing

Certifications



CSTOP © TRAINING 8 HOUR & 4 HOUR REFRESHER (Contractor Safety Training Orientation Program)

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.

- Verifiable and certifiable
- Focuses on 12 OSHA basic construction industry safety requirements
- Accident prevention

FORKLIFT TRAIN-THE-TRAINER COURSE (PIT Instructor)

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.

- Requirements for training
- Presentation tips
- Required OSHA guidelines
- Includes forklift TTT guide manual
- Includes course support DVD

CPR / AED / FIRST AID COURSES

Medic First Aid BasicPlus CPR, AED, and First Aid for Adults

- Essential responsibilities
- Recognizing a medical emergency
- Making the decision to help
- Activating EMS system
- Providing basic first aid care

OSHA 10/30 CONSTRUCTION

The 10-Hour & 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.

Online Only

MSHA

- 24 Hour New Miner (Metal/Non-Metal)
- 8 Hour Annual Refresher Course
- 4 Hour Experienced Miner Course
- 32 Hour New/Inexperienced Underground

HAZWOPER

Meet the requirements for certification of 29 CFR 1910.120 and other applicable regulations for certification to the HAZWOPER 40, 24, 16, and 8 hour duties

Classroom Course Listing

Training



HAZARD IDENTIFICATION

Useful for employees & employers who do site inspections in fixed or mobile locations

- Types of hazards
- Exposure
- Probability and severity
- Hazard control hierarchy

BLOODBORNE PATHOGENS

- What are bloodborne pathogens (BBPs)?
- Why are they harmful?
- How can I protect myself?
- What is our Exposure Control Plan?

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)

PORTABLE FIRE EXTINGUISHERS

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

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

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

FALL PROTECTION

- When do you need fall protection
- Types of fall protection
- Requirements of the Fall Protection Standard
- Fall arrest systems
- Written fall protection plan

SCAFFOLD SAFETY

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

Classroom Course Listing

Training *(continued)*



CONFINED SPACE

- How to identify a confined space
- Confined space hazards
- How to control or eliminate the hazards
- Confined space entry procedures
- Confined space permits
- Employee training needs
- Confined space worker duties
- Emergency and rescue services

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

CUSTOM SITE SPECIFIC TRAINING

Matched to your company's needs.

DEFENSIVE DRIVING

- Importance of driving safely
- Preparing to drive
- Driving on the freeway
- Driving on city streets
- Speeding
- Drinking and driving
- Parking
- Cell phone use

ELECTRICAL SAFETY

- How electricity works
- Definitions
- Grounding
- Electrical shock
- Injuries from electrical shock
- Safety rules
- Personal Protective Equipment
- Lockout/Tagout
- Arc Flash

HAZCOM (EMPLOYEE RIGHT TO KNOW)

- Contents of the OSHA Standard
- To whom the standard applies
- Understanding chemicals:
- Physical and health hazards
- Routes of exposure
- Acute or chronic effects
- SDS and chemical labels
- Personal Protective Equipment
- Exposure to hazardous chemicals
- Leaks and spills

Classroom Course Listing

Training *(continued)*



H2S AWARENESS

- Properties & characteristics
- Working safely with H2S
- Contingency plan
- Employee protection
- Detection
- Emergency response

ACCIDENT INVESTIGATION

- The goals of an accident investigation
- Securing an accident scene
- "Root-cause" analysis
- The importance of investigative interviews
- Assisting in an accident investigation
- Reporting the "near misses"
- The role of policies, equipment and training on accident prevention

EXCAVATION & TRENCHING

- Hazards
- Competent person
- Soil analysis
- Protective systems
- Safety precautions
- Access & egress
- Excavated materials (spoil)
- Mobile equipment
- Surface crossings

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

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