

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



Training
Central



Virtual Training Opportunities

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

Customer Service Niche

February 10, 2021 - 10:00 am - 12:00 pm

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.

Drug & Alcohol:

February 18, 2021 - 9:00 am - 11:30 am

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



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.

What You Will Cover

- Current regulations
- Mandated reasonable suspicion for supervisors training

Who Should Attend

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

Harmonious Workplaces in a Chaotic World

January 12, 2021 - 10:00 am - 12:00 pm

Different people bring different dynamics to the work environment. Being respectful of others' differences is very important in today's work environment. What may appear to be appropriate to some may not be appropriate to others. Our job is not to be the best of friends with those we work with. Our job is to coexist professionally in a productive work environment. This seminar will touch upon such aspects as respect, etiquette, harassment, and diversity. A little common sense and top-of-mind awareness can promote a respectful and professional work environment.

How You Will Benefit

- Basic Personal Awareness to Enhance Interpersonal Relationships
- More Professional Working Environment
- Best Practice Harassment Awareness

What You Will Cover

- Etiquette and Respect Basics
- What free speech is and what to expect in the workplace
- Diversity: Different is not wrong, it is just different
- Confront with care
- Culture of Dialogue
- Workplace harassment prevention
- Retaliation

Who should attend

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

Management Excellence: A Virtual 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.

Participants have the option of attending individual sessions, or the entire series can be attended by purchasing five sessions and receiving the sixth session for free.

Session 1

Cost: AE Member \$110 / Non-Member \$135

(Session 1 pricing includes Everything DiSC Workplace Personality Assessment)

Session 1: December 3, 2020

- *Emotional Intelligence & Effective Communication Utilizing the Everything DiSC Workplace Personality Assessment*

We will review the dimensions of behavior specific to DiSC and relate them to personal experiences by the instructor, as well as the management team. We will look closely at each team member's profile and classical pattern and discuss how each can and should relate to others on the team that has differences.

Sessions 2 - 6

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

Session 2: December 17, 2020

- *Conflict Management: Handling Difficult Employee Behaviors*

You'll learn to identify performance problems and various types of behavior problems, and you will learn to confront them in a positive and productive way.

Session 3: January 5, 2021

- *Coaching for Improved Performance*

This seminar focuses on helping leaders define and enhance their coaching role. The seminar progresses through defining a coach in regards to Guide, Teacher, Motivator and Mentor.

Session 4: January 19, 2021

- *Discipline & Termination; Pain Free Performance Appraisals*

The workshop will give managers the tools to understand the fair, right and legal way to discipline and discharge employees. Understanding and effectively utilizing a performance appraisal system will be explored as well.

Session 5: February 9, 2021

- *Developing the New Leader*

We explore the idea of how to put people first, which ultimately leads to keeping productivity and motivation high. We learn that being honest and building and maintaining trust with your staff are the two major components of how we lead effectively.

Session 6: February 23, 2021

- *Effective Team Dynamics*

This workshop focuses on the skills needed to successfully build and maintain a productive employee team framework. Topic areas include creating a team identity, the characteristics of an effective versus ineffective team, and setting team goals and norms.

**All class sessions
are held from
10:00 a.m. to noon
and will utilize the
GoToWebinar platform**



Participate in all 6 sessions and receive Session 6 FREE

Training Without Travel



Associated Employers

Winter 2020-2021
Webinar Series

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

Professionalism, Respect & Diversity in the Workplace

Date: 12/02/2020

- » Ten commandments of good manners
- » Cost of rudeness
- » Telephone, cellular phone, and email etiquette
- » Benefits of diversity

Understanding Mandatory OSHA 300 Logs

Date: 12/16/2020

- » 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

Organizational Culture: Creating & Maintaining Your Ideal Workplace

Date: 01/06/2021

- » Defining your organizational culture
- » Your ideal culture
- » Creating your ideal culture
- » Maintaining your ideal culture

Discipline & Termination in Montana

Date: 01/20/2021

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

Interviewing: Doing It Right

Date: 02/03/2021

- » Resumes/Applications: How do I handle them?
- » Questions: What can I ask?
- » Scoring the interviews: How do I defend my hiring decision?
- » Making the offer: What do I include in my offer letter?
- » Wrapping up the process: How do I handle all the paperwork?

Writing Effective Job Descriptions

Date: 02/17/2021

- » Define the purpose of job descriptions
- » Identify the key elements of an effective job description
- » Gather and organize the necessary information
- » Write complete, accurate, and objective job descriptions
- » Comply with employment laws

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 - \$75 Non-member Companies - \$100
Price is for one (1) login. Additional logins are available for \$5 each.



"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."



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.