



Associated Employers

Training

Central

Educate ...

Achieve ...

Excel ...



Winter 2021-22

From Hire to Fire - Virtual Training Series

Front-line supervisors not only manage employees on a day-to-day basis but also serve as a link between senior management and staff. To have a successful company, getting supervisors on the same page is critical, and it's just as important for supervisors have a vested interest in the people we employ to do the work. From filling a vacancy to managing performance and workplace conflict, front-line supervisors must make effective use of human capital.

HOW YOU WILL BENEFIT

After taking this training series, you'll be able to:

- Interview legally and hire for success
- Use onboarding techniques that increase retention
- Know when and how to apply coaching, counseling, or corrective action
- Create and sustain a work culture that reinforces positive behavior
- Identify barriers and opportunities for success as a supervisor
- Nip complaints in the bud before they become full-blown conflicts
- Pick up pointers for solid people-management documentation
- Build trust and lead a winning team

Virtual Format

GoToMeeting

Cost:	<i>AE Member</i>	- \$160
	<i>Additional Member</i>	- \$115
	<i>Non-Member</i>	- \$225
	<i>Add'l Non-Member</i>	- \$180

For supervisors new to the role as well as seasoned managers, you will learn how to improve the management of your most valuable resource – your employees.

Session #1 - 02/10/2022

Hiring, onboarding, and training marks the beginning of the employee's life cycle within the company. In this session, we map out the supervisor's role in filling a job vacancy:

- Techniques to ensure productive interviews
- Reaching the decision – who to hire
- Supervisory Support while the new hire learns the job

ALL SESSIONS

9:00 a.m. to 11:00 a.m. (MST)

Session #2 - 02/17/2022

Supervisors play a key role in an employee's success. In this second session of our series, we'll focus on these components:

- Guiding the employee to mastering his/her job duties
- Effectively supervising the remote worker
- Learn when and how to coach, counsel, or take corrective action
- Raising the bar to help develop high performers and to instill work ethic in those who struggle

Session #3 - 02/24/2022

Bringing it all together:

- Handling employee complaints successfully so we can get past the problem and get on with the work
- Taking the pain out of paperwork and still have essential documentation
- Building blocks of trust – functional (being the "go to" expert for your crew) and relational (differences of opinion don't ruin the relationship)

Participation in all sessions is required. This seminar will not be recorded for future purchase.

Drug & Alcohol: Reasonable Suspicion Certification for Supervisors

Who Should Attend

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

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.

9:00 am - 11:30 am (MST)

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

VIRTUAL
Format: GoToMeeting

Date
01/11/2022

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.

Session #1 - 12/07/2021 *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.

Session #2 - 12/21/2021 *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 - 01/04/2022 *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 - 01/18/2022 *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 - 02/08/2022 *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 - 02/22/2022 *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.

Virtual Format
GoToMeeting

ALL SESSIONS

1:00 p.m.
to
3:00 p.m.
(MST)

Cost: AE Member - \$450
Additional Member - \$325
Non-Member - \$600
Add'l Non-Member - \$435

This is presented as a series only. No single session registrations.



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.

Training Without Travel



Winter 2021-22 Webinar Series

Webinars are held from noon to 1 p.m. (MST)

Understanding Mandatory OSHA 300 Logs

Date: 12/01/2021

- » 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

Effective Communication: Do More Than Hear, Listen

Date: 12/15/2021

- » Define listening and hearing
- » Why don't we listen well?
- » Filters- what they are and why they matter
- » Diversity in communication
- » What's your platform?

Customer Service Niche

Date: 01/05/2022

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

Discipline & Termination in Montana

Date: 01/19/2022

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

Effective Interviewing & Successful On-Boarding

Date: 02/09/2022

- » Interviewing basics
- » What is on-boarding and why is it so important?
- » On-boarding vs. Orientation
- » Stages of on-boarding
- » Things to consider in building your organization's program

Successfully Supervising Remote Employees

Date: 02/23/2022

- » What to do first for remote employees
- » Working with remote non-exempt and exempt employees
- » Tracking performance and accountability
- » Trust and faith in your team
- » Being flexible with flexible work

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 aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRI™ and SPHRI™ recertification."

