

# 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](mailto:reg@aehr.org) | Online: [www.associatedemployers.org](http://www.associatedemployers.org)

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#### Cost per webinar:

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



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