



Training

Central

Educate ...

Achieve ...

Excel ...

Summer 2022

AE

Associated Employers

Customer Service Niche

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 personal awareness fits into great customer service
- Understand how the role of effective communication fits into great customer service

What You Will Cover

- DiSC Personality Profile
- 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

New in a customer service role? Manage customer service situations? Need a refresher on what great customer service looks like? This seminar is for you!

Cost: *AE Member* \$210* *Additional Member* \$135
 Non-Member \$295* *Additional Non-Member* \$225

8:30 am - 4:30 pm (MDT)		
Location	Facility	Date
Billings	AE Training Rooms	6/21/2022

Managing the Performance & Behaviors of our Staff

Conflict is inevitable in business relationships, just as it is in social relationships. Many managers and supervisors fear and avoid conflicts because they do not know how to deal with them. This seminar will help you to understand and deal with conflict, poor performance, and/or poor behavior for positive outcomes.

How You Will Benefit

- Understand yourself and others through personality types
- Determine your preferred conflict resolution style through self-assessment
- Learn how to respond to conflict using a style that fits the situation
- Enable a more productive and comfortable work environment
- Feel more confident in managing conflict
- Learn how to effectively build trust and manage the performance of your employees



What You Will Cover

- DiSC Personality Profile
- Personal awareness & emotional intelligence
- Effective communication
- Conflict management & behaviors of difficult people
- Coaching for improved work performance
- Culture of Dialogue

Who Should Attend

Human Resource Managers, owners, managers and supervisors will benefit from attending this class.

Cost: *AE Member* \$210*
 Additional Member \$135
 Non-Member \$295*
 Additional Non-Member \$225

8:30 am - 4:30 pm (MDT)		
Location	Facility	Date
Billings	AE Training Room	7/19/2022

Management Excellence: A Leadership & Management Development Seminar Series

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

Cost:

AE Member	\$650*	Additional Member	\$500
Non-Member	\$1,000*	Additional Non-Member	\$750

8:30 am - 4:30 pm				
Location	Facility	Day 1	Day 2	Day 3
Missoula**	JCCS Building	08/10/2022	08/17/2022	08/24/2022
**Limited to the first 15 participants				

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



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 (MDT)

What You Will Cover

- Current regulations
- Mandated reasonable suspicion for supervisors training

Cost AE Member \$ 90
Non-Member \$125

Location	Facility	Date
Missoula**	JCCS Building	06/29/2022
Billings	AE Training Room	08/16/2022
**Missoula location is limited to the first 15 participants		

* 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.

Training Without Travel



Summer 2022 Webinar Series

ADA: A Primer for Employers

Date: 06/08/2022

- ◆ Governing law
- ◆ Definition of a disability
- ◆ Essential job duties
- ◆ Reasonable accommodation
- ◆ Retaliation

Managing Stress in the Workplace

Date: 06/22/2022

- ◆ Personal tips
- ◆ Management tips
- ◆ Interpersonal skills
- ◆ Conflict management
- ◆ Respect

Fundamentals of Compensation Plans

Date: 07/13/2022

- ◆ The importance of both internal equity and external market data
- ◆ The advantages and limitations of each
- ◆ The process
- ◆ Communication
- ◆ Implementation

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

Social Media in the Workplace:

What Is an Employer to Do?

Date: 07/27/2022

- ◆ Policy “do’s” and “don’ts”
- ◆ Discipline/termination for social networking infractions
- ◆ Generational characteristics and differences
- ◆ Fear of handling difficult employee behaviors
- ◆ Tips to confront

Organizational Culture: Creating & Maintaining Your Ideal Workplace

Date: 08/03/2022

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

Workplace Investigation Essentials

Date: 08/24/2022

- ◆ Identifying the need for conducting a workplace investigation
- ◆ Knowing the steps to conducting a thorough investigation
- ◆ Importance of maintaining confidentiality and avoiding retaliation
- ◆ Steps to completing your findings
- ◆ Properly maintaining the investigation file

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 - \$90 Non-member Companies - \$125
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."

