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
### 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

### Classroom Course Listing

#### 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
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.

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**Information Resources**
- The HR Hotline: Unlimited access to certified HR, compensation and payroll professionals
- Resources: Monthly printed newsletter highlighting important HR and compliance information

**Business Development**
- Strategic Planning
- Succession Planning
- Meeting Facilitation

**Payroll Services**
- Process Payroll Per Pay Period
- Prepare Quarterly Reports
- Prepare Year End Reports

**Human Resource Services**
- HR Needs Assessment
- On-site HR Partnering
- Recruiting Services
- Employee Handbooks
- Affirmative Action Services
- Job Descriptions
- On-site Investigations
- Drug & Alcohol Testing Programs

**Research & Compensation**
- Wage & Salary Surveys
- Policies & Benefits Surveys
- Compensation System Design
- Employee Opinion Surveys
- 360 Degree Peer Reviews
- Customer Satisfaction Surveys

**Training & Development**
- Executive Development
- Leadership & Management Development
- Teambuilding, Communication, Conflict
- HR Educational Programs
- Executive Coaching
- Webinars

**Group Health Trust**
- Group Medical/Dental/Vision and Life Plans
- Benefit Consulting
- COBRA/HIPAA Assistance
- Insured Products
- Premium Only Plans

**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

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**Member Fee Schedule**

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<th>Service</th>
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**Non-Member Fee Schedule**

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<td>Consulting Per Hour</td>
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# 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)

### 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 competent person?
- What is a qualified person?

# 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

### 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
### Employee Development

#### RESPECT AND DIVERSITY IN THE WORKPLACE
This session will raise basic awareness in how we interact with external contacts and coworkers.
- 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

### 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

### 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
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.

CHS

REQUIRED SAFETY TRAINING

- Initial—$100
- Refresher—$50

ONE HOUR SAFETY COURSES OFFERED

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

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?
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 administering your pay system.
- Developing a compensation philosophy
- Developing and maintaining a pay structure
- Communicating compensation to employees

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.

What is Montana Safety Services Council?
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 $1600
- Half-Day Workshop $1100
- Quarter-Day Workshop $ 700
- Consulting Per Hour $ 110

Non-Member Fee Schedule
- Full Day Workshop $2200
- Half Day Workshop $1400
- Quarter-Day Workshop $1000
- Consulting Per Hour $ 155
### Human Resources

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<tr>
<th>EMPLOYEE RECORDKEEPING / DEVELOPING EMPLOYEE HANDBOOKS</th>
<th>SOCIAL MEDIA: WHAT IS AN EMPLOYER TO DO?</th>
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<tbody>
<tr>
<td>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.</td>
<td>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.</td>
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<tr>
<td>• Federal and State regulations</td>
<td>• Policy “do’s” and “don’ts”</td>
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<td>• Types of employee files / personnel files</td>
<td>• Discipline/termination for social networking infractions</td>
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<td>• Record retention</td>
<td>• Sample social media policies</td>
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<td>• Employee handbooks</td>
<td>• Generational characteristics and differences</td>
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<td>• Conflict management</td>
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<td>Course Listings</td>
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<td>Developing the New Leader</td>
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