

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

**Fall 2022**

**Training Central**



**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 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.*

<b>Cost:</b>	<i>AE Member</i>	<i>\$160</i>	<i>Additional Member</i>	<i>\$115</i>
	<i>Non-Member</i>	<i>\$190</i>	<i>Additional Non-Member</i>	<i>\$155</i>

**8:30 am - 12:30 pm (MDT)**

<b>Location</b>	<b>Facility</b>	<b>Date</b>
Missoula	JCCS Building	10/05/2022

*\*\*Limited to the first 15 participants*

# Conflict Management: Handling Difficult Behaviors

Conflict not only makes the workplace uncomfortable, it hurts productivity, increases turnover and affects the bottom line. Many managers and supervisors fear and avoid conflict situations, because they do not know how to deal with them. When performance problems and inappropriate behaviors are ignored, they do not go away. The problems turn into bigger problems. This seminar will help you to understand and manage conflict for positive outcomes. The session will also help you manage difficult employees, and put an end to the unproductive and disruptive behavior.

## How You Will Benefit

- 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



## What You Will Cover

- Behaviors of Difficult People
- Thomas-Kilmann Conflict Mode Assessment
- Understanding what conflict is, and what it is not
- Understanding how to resolve conflict
- How to Cope
- Choosing the Best Way to Handle Conflict Situations

## Who Should Attend

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

**9:00 am - 11:00 am (MDT)**

<b>Cost:</b>	<i>AE Member</i>	<i>\$90</i>
	<i>Non-Member</i>	<i>\$125</i>

<b>Location</b>	<b>Facility</b>	<b>Date</b>
Missoula**	JCCS Building	09/14/2022

*\*\*Limited to the first 15 participants*

# Management Excellence: A Leadership & Management Development Seminar 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.

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.

## 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 (MDT)				
Location	Facility	Day 1	Day 2	Day 3
Bozeman	Best Western GranTree	09/08/2022	09/13/2022	09/15/2022
Billings	AE Training Room	10/06/2022	10/12/2022	10/13/2022

# 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.

## What You Will Cover

- Current regulations
- Mandated reasonable suspicion for supervisors training

<b>Cost</b>	AE Member	\$ 90
	Non-Member	\$125

Location	Facility	Date	Time
Miles City	Sleep Inn	10/11/2022	1:00 pm - 3:30 pm (MDT)
Great Falls	Holiday Inn & Conv Ctr	10/27/2022	1:00 pm - 3:30 pm (MDT)
Bozeman	Best Western GranTree	11/01/2022	1:00 pm - 3:30 pm (MDT)
Billings	AE Training Room	11/15/2022	9:00 am - 11:30 am (MDT)

\* 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](mailto:reg@aehr.org) to cancel. Substitutions are welcomed with prior notice.

# Training Without Travel

## Fall 2022 Webinar Series

"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."



Associated Employers

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

### Cost per webinar:

AE Member Companies - \$90

Non-member Companies - \$125

Price is for one (1) login.

Additional logins are available for \$5 each.

**To Register:** Phone: 406.248.6178 | Email: [reg@aehr.org](mailto:reg@aehr.org)  
Online: [www.associatedemployers.org](http://www.associatedemployers.org)

### **Conflict Resolution: A Process for Those Who Aren't Getting Along**

Date: 09/07/2022

- Overview of conflict
- Tips to confront
- Individual meeting process
- Group meeting process including ground rules
- Follow up

### **Workplace Violence Prevention**

Date: 09/21/2022

- What is workplace violence?
- When is workplace violence committed?
- What are the signs?
- What kind of threats should you watch for?
- How can you prevent workplace violence?

### **Best Practices for Downsizing: Layoffs & RIFs**

Date: 10/05/2022

- The impact of a workforce reduction
- Consider alternatives to downsizing
- Understand the legal implications
- Help workers cope with the situation

### **Employee Records: Organized & Legal**

Date: 10/19/2022

- What files do you want to have?
- Who should have access?
- Where do you properly store them?
- When can you dispose of them?
- Why follow best practices?

### **Harassment Prevention in the Workplace**

Date: 11/02/2022

- Federal & State Law overview
- Devastating effects of harassment on the workplace
- Harassment defined
- Retaliation
- Roles in preventing harassment

### **Developing the New Leader**

Date: 11/16/2022

- How to put people first
- Honesty with staff
- Building trust with staff
- Transitioning from peer to supervisor
- Delegation

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.

**See the reverse side for Training Central Classroom Schedule**