

**Educate ...  
Achieve ...  
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**Training  
Central**



**Associated Employers**

**Spring 2023**

# 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.

Cost: AE Member \$160 Additional Member \$115  
Non-Member \$190 Additional Non-Member \$155

<b>8:00 am - 12:00 pm (MST)</b>		
<b>Location</b>	<b>Facility</b>	<b>Date</b>
Missoula	BW Grant Creek Inn	03/07/2023

# Management Toolkit: Discipline & Termination

In Montana, employee discipline is a process and is different from any other state in how we approach employee discipline and termination. In this toolkit class, we will explore Montana's Wrongful Discharge Act and how it helps both employers and employees. We will also look at different ways you can use disciplinary actions to improve performance and gain a handle on controlling discipline issues in a timely manner.

## HOW YOU WILL BENEFIT

- Learn to properly use your probationary period to your benefit
- Learn about Montana Wrongful Discharge Act
- Take a deep dive into different forms of discipline
- Learn to take control of discipline issues

## WHAT YOU WILL COVER

- Montana Wrongful Discharge Act
- Forms of discipline and when best to use them
- Documentation
- Best practices for conversations on difficult issues

## WHO SHOULD ATTEND

- Managers/Supervisors who may be tasked with employee discipline
- HR professionals looking for ideas on training managers/supervisors



### Cost:

AE Member \$160 Additional Member \$115  
Non-Member \$190 Additional Non-Member \$155

<b>8:00 am - 12:00 pm (MDT)</b>		
<b>Location</b>	<b>Facility</b>	<b>Date</b>
Missoula	BW Grant Creek Inn	04/11/2023

# 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
Billings	AE Training Room	04/11/2023	04/18/2023	04/25/2023

# Drug & Alcohol: Reasonable Suspicion Certification for Supervisors

## 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

## WHO SHOULD ATTEND

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



9:00 am - 11:30 am (MDT)		
Location	Facility	Date
Billings	AE Training Room	05/11/2023

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



# Employment Law Seminar

Do you need to obtain a more thorough understanding of the vital responsibility of Human Resources? This seminar focuses on technical aspects as well as the operational and administrative issues Human Resource Managers face today. Various aspects of Employment Law are covered.

## HOW YOU WILL BENEFIT

- Avoid costly litigation
- Confidently deal with complex employment law and employee relations issues
- Develop policies and procedures that do not violate federal statutes
- Protection from the damaging effects of uneducated employment decisions
- Gain knowledge and understanding from the legal experts from an area law firm

*This class is intended for experienced and new Human Resource professionals, as well as non-human resource managers, who need to gain a better understanding of personnel-related issues.*

**8:30 am - 4:30 pm (MDT)**

Location	Facility	Date
Billings	AE Training Room	05/17/2023



## WHAT YOU WILL COVER

### Attorney Presentation:

- Montana Employment Basics to Include Wrongful Discharge
- Employee Classifications/Misclassifications
- FTC & Non-compete Agreements
- American with Disabilities Act Overview to include COVID Long Hauler Discussion
- Difference Between Service Animals & Emotional Support Animals
- Montana Legislative Update



**Cost:** AE Member: \$195\* / Additional Member: \$135 | Non-Member: \$275\* / Additional Non-Member: \$225

\* 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.

**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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"The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval."



**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

## Spring 2023 Webinar Series

### Wage & Hour Part I: Exempt Employees

Date: 03/08/2023

- Exempt employees defined
- Importance of job descriptions in determining exempt status
- Explanation of each exemption
- Paying exempt employees
- Docking exempt employee wages

### Wage & Hour Part II: Non-exempt Employees

Date: 03/22/2023

- Non-exempt employee defined
- Definition of a work week
- Hours worked defined to include travel time
- Properly determining and paying overtime
- Comp time & potential pitfalls (Independent Contractors, Volunteers)

### Confronting & Coaching the Problem Employee

Date: 04/12/2023

- Tips to confront
- Importance of effective listening
- Coaching process
- Coaching performance vs. behavior
- Where it goes next

**Webinars are held from  
Noon to 1 p.m. (MST/MDT)**

### Ethical Considerations in the Workplace

Date: 04/26/2023

- Workplace ethics defined
- Importance of ethical conduct in business
- Basic ethical values
- Ethical pitfalls
- Decision making process

### Board of Directors Development: Understanding and Applying the Difference Between Governance and Management

Date: 05/10/2023

- Understanding the Board's role: make policy, plan for the future, and monitor results
- Understand the Board and Administrator relationship
- Teamwork
- Effective board meetings
- Board skills to strengthen accountability

### Benefit Administration Basics for Employers

Date: 05/24/2023

- History of employee benefits
- Benefits mandated by federal and state law
- Selecting employee benefit offerings
- Benefit administration basics
- Health benefits, retirement plans, leave benefits, and other benefits
- Communicating benefits to employees

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



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"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."

