

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



Associated Employers

Training Central

Summer 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 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 \$150
Non-Member \$295* Additional Non-Member \$240

8:30 am - 4:30 pm (MDT)		
Location	Facility	Date
Billings	AE Training Rooms	06/08/2023

Our Workplace Today

Organizations are experiencing a unique dynamic in the workplace. Five generations could be working and interacting together bringing diverse talents to the organizational table. Combine this dynamic with the fact that many companies are experiencing difficulties in recruiting and retaining talent, and burnout can be a real concern. We can find ourselves talking about wellness and mental health in our workplaces, something we did not do in the past. Finally, your organizational culture will play a key role in what kind of workplace our employees experience, how we handle the generational differences, the way we deal with burnout and who we are as an organization.

This seminar will explore how to resolve differences regarding generations, deal with burnout, and build a culture where productivity, employee wellness, teamwork and customer satisfaction will not suffer.

HOW YOU WILL BENEFIT

- Understand needs and attitudes of different generations in the workplace
- Be confident in hiring younger employees.
- Be able to discuss the importance of culture.
- Bring ideas on changing culture back to your workplace.
- Be able to see signs of burnout.
- Bring ideas on handling burnout and activities for wellness back to your workplace.

WHO SHOULD ATTEND

All employees, managers and owners can benefit from this seminar.



WHAT YOU WILL COVER

- Generations in the Workplace
- Effective Ways to Communicate
- What culture is and why it is vital?
- Changing culture
- Various kinds of burnout
- Ways to incorporate wellness.
- Understand why we need to care what is happening to our employees.

8:00 am - 12:00 pm (MDT)		
Location	Facility	Date
Missoula	BW Grant Creek Inn	08/15/2023

Cost:

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

DiSC & Effective Communication: Do More Than Hear, Listen

Effective communication skills are essential to help your employees, managers and organization meet their objectives.

Communication is only accomplished when both the sender and the receiver understand the same information. Your success, both personally and professionally, is closely tied to your ability to effectively communicate. During this seminar, you will learn a simple, yet proven method of using your knowledge of "Type" preferences to become a more dynamic and efficient communicator.

HOW YOU WILL BENEFIT

- Personal awareness of how others see you
- Self-assess to determine your dominant behavioral style
- Understand how your "style" effects communications and relations with others
- Analyze the audience of the intended message to determine the best way to communicate and deliver the message



WHAT YOU WILL COVER

- DiSC Personality Profile
- Different Personality Types & Communication Styles
- Define Listening & Hearing
- Why Don't We Listen Well?
- Filters- What They Are and Why They Matter
- Diversity in Communication
- What's Your Platform?

8:30 am - 11:30 am (MDT)

Location	Facility	Date
Missoula	BW Grant Creek Inn	07/18/2023

WHO SHOULD ATTEND

This course benefits everyone from entry-level positions to company owners.

Cost:

AE Member	\$195	Additional Member	\$150
Non-Member	\$235	Additional Non-Member	\$190

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
Missoula	BW Grant Creek	06/06/2023
Billings	AE Training Room	08/10/2023

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



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.

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

Cost:	<i>AE Member</i>	<i>\$210*</i>
	<i>Additional Member</i>	<i>\$150</i>
	<i>Non-Member</i>	<i>\$295*</i>
	<i>Additional Non-Member</i>	<i>\$240</i>

Location	Facility	Date
Great Falls	Holiday Inn	06/15/2023
Billings	AE Training Room	08/22/2023

* 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.



Associated Employers

To Register: Phone: (406) 248-6178 Email: reg@aehr.org
(208) 228-9685 Online: www.associatedemployers.org



"Associated Employers is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM recertification activities."

"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 to cancel. Substitutions are welcomed with prior notice.

Training Without Travel

Summer 2023 Webinar Series

Navigating the Multi-Generational Workforce

Date: 06/07/2023

- Generations defined
- Changes in how we do business today
- Communication and conflict resolution
- Advantages of a diverse workforce
- Recruitment and retention

Emotional Intelligence & Effective Leadership

Date: 06/28/2023

- What is EQ (Emotional Quotient)?
- The five components of EQ
- EQ pitfalls
- Improving our EQ
- Other factors to consider

Documentation: The Why & How for Supervisors

Date: 07/12/2023

- Why documentation is so important
- Who in your organization should document issues
- Four main types of documentation
- Why you should always partner with HR
- How to write meaningful and useful documentation

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

Interviewing: Doing It Right

Date: 07/26/2023

- Resumes/Applications: How do I handle them?
- Questions: What can I ask?
- Scoring the interviews: How do I defend my hiring decision?
- Making the offer: What do I include in my offer letter?
- Wrapping up the process: How do I handle all the paperwork?

Workplace Investigation Essentials

Date: 08/09/2023

- 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

Conflict Management: Handling Difficult Behaviors

Date: 08/23/2023

- Conflict overview
- Coping techniques
- Ideas to resolve conflict
- Employee basic needs
- Behavior patterns of difficult people

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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 aPHRTM, PHR®, PHRca®, SPHR®, GPHR®, PHRITM and SPHRiTM recertification."

