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Associated Employers



Training
Central

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)		
Location	Facility	Date
Billings	AE Training Room	07/16/2024

Cost: AE Member: \$215* / Additional Member: \$155 | Non-Member: \$300* / Additional Non-Member: \$245

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

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.

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.

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

Location	Facility	Date	Time
Missoula	BW Plus Grant Creek Inn	07/16/2024	8:30 am - 11:00 am (MDT)
Billings	AE Training Room	08/13/2024	9:00 am - 11:30 am (MDT)



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



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 \$215* Additional Member \$155
Non-Member \$300* Additional Non-Member \$245

8:30 am - 4:30 pm (MDT)		
Location	Facility	Date
Billings	AE Training Room	06/11/2024

Developing the New Leader & Effective Team Dynamics

This first half of this program is designed around the concept that a Manager/Supervisor needs to learn to lead as opposed to just manage. Where management means doing things right; leadership means doing the right things. We explore the idea of how to put people first, which ultimately leads to keeping productivity and motivation high. We learn that being honest and building and maintaining trust with your staff are the two major components of how we lead effectively. At the same time we learn how we need to handle those employees that simply will not accept our trust. The program shows the value of creating a caring environment where individuals are given the opportunity to thrive.

This second half of this workshop focuses on the skills needed to successfully build and maintain a productive employee framework. Participants will gain a better understanding of team dynamics through group exercises, discussion, and role-playing. Issues will be identified related directly to participants' experiences in a hands-on and participative setting.

HOW YOU WILL BENEFIT

- Learning How to Lead Others Through Honesty, Trust, Special Treatment, & Courage
- Understanding How to Create Team Identity
- Demonstrating the Value of Teamwork

WHO SHOULD ATTEND

Employees from all organizational levels will benefit from this workshop.

WHAT YOU WILL COVER

- Importance of Dealing With Others Through Honesty
- How to Navigate Transitional Management
- Delegation
- Characteristics of an Effective vs. Ineffective Team
- Team Dynamics
- 4 Stages of Team Development
- Setting Team Goals & Norms
- Decision Making & Problem Solving Exercises

8:30 am - 4:30 pm (MDT)		
Location	Facility	Date
Great Falls	Holiday Inn	07/10/2024

Cost:

AE Member \$195* Additional Member \$135
Non-Member \$275* Additional Non-Member \$225

To Register: Phone: (406) 248-6178
(208) 228-9685

Email: reg@aehr.org
Online: www.associatedemployers.org

* 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.

Management Toolkit: Handling Employee Discipline

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

8:00 am - 12:00 pm (MDT)

Location	Facility	Date
Missoula	BW Plus Grant Creek Inn	06/05/2024

WHO SHOULD ATTEND

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

Cost:

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



Training Without Travel Summer 2024 Webinar Series

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.

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

ADA: A Primer for Employers

Date: 06/05/2024

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

Effective Communication: Do More Than Hear, Listen

Date: 06/12/2024

- Define listening and hearing
- Why don't we listen well?
- Filters- what they are and why they matter
- Diversity in communication
- What's your platform?

Conducting Background & Reference Checks

Date: 07/10/2024

- When and why employers conduct background checks
- Types of background and reference checks
- Complying with Fair Credit Reporting Act (FCRA) & other applicable laws
- Roadmap for considering adverse action
- Responding to employment inquiries

I-9 Compliance: As Easy as 1, 2, 3.

Date: 07/24/2024

- Avoiding common mistakes when completing the I-9 form
- Importance of accuracy and timeliness
- Developing internal procedures
- Conducting self-audits
- Staying current with I-9 rules and regulations

Workplace Investigation Essentials

Date: 08/07/2024

- 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: 08/21/2024

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

Cost per webinar: AE Member Companies - \$125 Prospective member Companies - \$155

Price is for one (1) login. Additional logins are available for \$10 each.

Registration includes 30 day access to recorded version