

# Training Central



Associated Employers

Educate ...

Achieve ...

Excel ...

Winter 2024-2025

# Training Without Travel

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

## Understanding Mandatory OSHA Recordkeeping

**12/04/2024**

This webcast will provide a comprehensive overview of the OSHA recordkeeping and reporting. A focus of the program will be on the requirements for recording and reporting workplace injuries and illnesses. Supervisors, HR managers and safety professionals will gain knowledge needed to maintain a compliant and safe workplace.

### HOW YOU WILL BENEFIT

- Who is required to maintain OSHA records?
- What forms must be used, and how do I complete them?
- Injury versus Illness and other Criteria
- First Aid versus Medical Treatment
- The 5-Step Process

## Customer Service Niche

**12/18/2024**

In today's competitive market, exceptional customer service can be the difference between thriving and struggling. But what is quality customer service? In this webcast, we'll explore the key components of fantastic service, effective communication, handling angry customers, and those critical "moments of truth" that can make or break a customer's experience.

### HOW YOU WILL BENEFIT

- Quality customer service defined
- Fantastic service components
- Effective communication
- Dealing with angry customers
- Moments of truth

## Discipline & Termination in Montana

**01/08/2025**

Many employers struggle with deciding whether to have an employee handbook. An employee handbook can be a wonderful tool to communicate employment expectations with staff. This webcast will assist with the decision-making process.

### HOW YOU WILL BENEFIT

- Overview of Montana Wrongful Discharge from Employment Act (MWDEA)
- Establishing good cause
- Due process
- Grounds for immediate termination
- Conducting a disciplinary action

## Burnout: It's Real & You Can Help!

**01/22/2025**

Burnout isn't just a buzzword; it's a real and pressing issue affecting individuals across all walks of life. Burnout can manifest differently depending on one's role and responsibilities. By understanding its signs and fostering a supportive work environment, we can help ourselves and our colleagues thrive.

### HOW YOU WILL BENEFIT

- What burnout can mean for different people
- Recognizing what may be burnout
- How work and burnout collide
- Mental health awareness in the workplace
- Helping your employees be less stressed, at least at work

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## **Professionalism, Respect & Diversity in the Workplace** 02/05/2025

For a thriving workplace culture, professionalism, respect, and diversity are more important than ever. They not only shape our workplace culture but also drive business success. By remembering our good manners, recognizing the cost of rudeness, practicing effective communication etiquette, and embracing diversity, we can create a more harmonious and productive work environment.

### **HOW YOU WILL BENEFIT**

- Ten commandments of good manners
- Telephone, cellular phone, and email etiquette
- Cost of rudeness
- Benefits of diversity and inclusion

## **Employee Handbooks: To Have or Not To Have** 02/19/2025

Many employers struggle with deciding whether to have an employee handbook. An employee handbook can be a wonderful tool to communicate employment expectations with staff. This webcast will assist with the decision-making process.

### **HOW YOU WILL BENEFIT**

- Why have an employee handbook?
- Does the law require any policies?
- Is an employer required to have a written employee handbook?
- What policies should I have?
- What should an employer consider when putting together a handbook?

**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**

**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.**

# Virtual Drug & Alcohol: Reasonable Suspicion Certification for Supervisors

01/23/2025 | 9:00 am - 11:30 am (MST)

## 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

## Who Should Attend

Owners, managers, supervisors and HR 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.

## What You Will Cover

- Current regulations
- Mandated reasonable suspicion for supervisors training

### Cost

AE Member \$ 90  
Prospective Member \$125

# Virtual HR Fast Track All Sessions: 9:00 am - 11:00 am(MST)

Back when, there was no such thing as "HR." Simply hand out cut-and-dried information, and make sure said employee consumes said information and signs a pile of paperwork. But today, HR processes are integral to the success of any business enterprise.

This Fast Track course will not only "upload" your internal HR functions into a whole new level of professionalism, but also assure HR best practices and compliance in your workplace.

## How You Will Benefit

Those who are new to the HR role will learn the essentials needed to be proficient in the general areas of employee-related activities. After this Winter Training Series, you'll be able to:

- Gain the confidence and knowledge to apply HR best practices to your work world
- Understand the complexities of Montana employment laws
- Administer and monitor every phase of the employment "life cycle"
- Create core procedural elements for incorporating HR best practices
- Serve as your company's in-house "people management" expert

### Session #1 - 02/05/2025

Recruitment, Hiring and Onboarding marks the beginning of the employee's "life cycle" at the organization. In this session, we map out HR's responsibilities and actions to take:

#### Recruitment:

- Understanding and marketing the job vacancy,
- Fielding inquiries, Processing applications, and Pre-Screening
- Standardizing the interview and selection process

#### Hiring:

- Second Interviews, Reference and Background Checks
- Reaching the decision - who to hire
- Making the Offer, Negotiations
- Hiring Legally and Montana Employment Laws

#### Onboarding:

- Orientation - Introductions, Company Information & Culture, Policies & Benefits
- Training - Learning the Job
- Supervisory Support and Feedback
- Social Support and Integration into the Organization

### Session #2 - 02/12/2025

HR plays a key role in Performance Management, Compensation and Compliance. In this second session of our series, we'll focus on these components:

- Compensation; time off/absences
- Compliance with required regulatory reporting
- Maintaining employee files

### Session #3 - 02/19/2025

Bringing it all together:

- HR's role in performance management - sounding board and system gatekeeper, as well as referee conflicts; handling complaints
- HR Best Practices
- Managing HR functions with electronic HRIS system
- Developing your role as strategic partner

## Who Should Attend

This seminar is geared towards new human resources staff, as well as other management level individuals who want to strengthen their skills in the functional processes of HR.

Cost: AE Member: \$195\* / Additional Member: \$135 | Prospective Member: \$275\* / Add'l Prospective Member: \$225

# Management Excellence

## A Virtual 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.

**Session #1 - 12/10/2024** *Emotional Intelligence & Effective Communication Utilizing the Everything DiSC Workplace Personality Assessment*

We will review the dimensions of behavior specific to DiSC and relate them to personal experiences by the instructor, as well as the management team. We will look closely at each team member's profile and classical pattern and discuss how each can and should relate to others on the team that has differences.

**Session #2 - 12/17/2024** *Conflict Management: Handling Difficult Employee Behaviors*

You'll learn to identify performance problems and various types of behavior problems, and you will learn to confront them in a positive and productive way.

**Session #3 - 01/07/2025** *Coaching for Improved Performance*

This seminar focuses on helping leaders define and enhance their coaching role. The seminar progresses through defining a coach in regards to Guide, Teacher, Motivator and Mentor.

**Session #4 - 01/21/2025** *Discipline & Termination; Pain Free Performance Appraisals*

The workshop will give managers the tools to understand the fair, right and legal way to discipline and discharge employees. Understanding and effectively utilizing a performance appraisal system will be explored as well.

**Session #5 - 02/04/2025** *Developing the New Leader*

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.

**Session #6 - 02/18/2025** *Effective Team Dynamics*

This workshop focuses on the skills needed to successfully build and maintain a productive employee team framework. Topic areas include creating a team identity, the characteristics of an effective versus ineffective team, and setting team goals and norms.

**All Sessions**  
**1:30 pm**  
**to**  
**3:30 pm**  
**(MST)**

Cost	
AE Member	\$550*
Additional Member	\$425
Prospective Member	\$775*
Add'l Prospective Member	\$575



*I didn't really know what to expect, but I feel this inspired & equipped me with tools to effectively improve my company. ~Kory Kindsfather, Kenyon Noble Ready Mix*

*Bryan made the training very applicable to each of our work situations by engaging everyone. Very good information & great presenter! Thank you! - Laura VanVleet, Mystery Ranch*

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

Email: [reg@aehr.org](mailto:reg@aehr.org)  
 Online: [www.associatedemployers.org](http://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.



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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."

