

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.