

Training Central  
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Summer 2025

# 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
Sheridan, WY	Ramada Plaza Sheridan Hotel	06/03/2025
Cody, WY	Buffalo Bill Center of the West	06/05/2025

**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

**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.**

Location	Facility	Date	Time
Missoula	BW Plus Grant Creek Inn	08/12/2025	8:30 am - 11:00 am (MDT)
Billings	AE Training Room	08/19/2025	9:00 am - 11:30 am (MDT)

### WHO SHOULD ATTEND

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

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



# 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



## 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

1:00 pm - 4:30 pm (MDT)		
Location	Facility	Date
Billings	AE Offices	08/05/2025
Great Falls	Holiday Inn	08/13/2025

# HR 101

If you are new to the HR role or if your company is new to having HR processes, this half day course is for you! We will cover the basics of the HR role within the employee life cycle from recruiting and hiring, to performance management and handling issues and complaints.

## 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 the half-day session, you will be able to:

- Gain the knowledge to apply HR best practices to your work world.
- Use recruiting and onboarding to place and keep your most valuable asset.
- Use a basic understanding of employment law to monitor compliance.
- Understand the basics of handling employee complaints and resolving conflicts.
- Have confidence in your role with HR processes.

## LEARNING OBJECTIVES

- Understanding and marketing the job vacancy,
- Fielding inquiries, Processing applications, and Pre-Screening
- Standardizing the interview and selection process
- Hiring legally
- Importance of onboarding and orientation
- HR's role in performance management
- Maintaining employee files and records
- Basic employment law information
- Handling complaints, investigations, and corrective actions

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

Location	Facility	Date	Time
Missoula	BW Plus Grant Creek Inn	06/03/2025	8:00 am - 12:00 pm (MDT)
Billings	AE Training Room	07/15/2025	1:00 pm - 4:30 pm (MDT)

## 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.



# Communication Upgrade

With differing generations, viewpoints, backgrounds and other ways we differ in the workplace, understanding your communication style can be a huge bonus in your work and personal life.

In this half day course, participants will work through their DiSC Personality Assessment (taken online before the class) for an understanding of who they are and how they best communicate. We will discuss differing ways to communicate, ways we can amend our style for the best results, communication etiquette on our different platforms, and giving and getting feedback.



## 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
- Cycle of Listening
- Nonverbal Communication- Body Language
- Filters
- Virtual Communication
- Communication Etiquette
- Feedback- Giving, Getting, and Positive Only Model

### Location

Missoula  
Billings

### Facility

BW Plus Grant Creek Inn  
AE Training Room

### Date

07/15/2025  
07/22/2025

### Time

8:00 am - 12:00 pm (MDT)  
1:00 pm - 4:30 pm (MDT)

## WHO SHOULD ATTEND

This course will be relevant for all employees and is highly recommended for new or transitioning managers, groups having trouble with communication, and all levels of management.

<b>Cost:</b>	<i>AE Member</i>	<i>\$200</i>	<i>Additional Member</i>	<i>\$155</i>
	<i>Non-Member</i>	<i>\$230</i>	<i>Additional Non-Member</i>	<i>\$195</i>

# 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.*



## WHAT YOU WILL COVER

### Attorney Presentation:

- How Various Leaves Work in Montana- Vacation/ PTO/Sick Leave
- Legal Considerations Regarding Employees Working for Montana Employers but Living Out of State
- ADA/FMLA Basics
- Layoffs & RIFs and how the WARN Act May Apply or not Apply to Employers
- Roundtable & Q&A Discussion Regarding Relevant Montana Legislative and Federal Topics

*\*Content subject to change.*

## Live & Virtual Attendance Options

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

### Location

Billings

### Facility

AE Training Room

### Date

06/25/2025

*Virtual Platform: GoToMeeting*



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

# Training Without Travel

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

## **Respect & Etiquette for a Professional Environment**

**06/04/2025**

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

### **HOW YOU WILL BENEFIT**

- Define respect and professional etiquette
- Discuss ways to improve current workplace culture
- Ten commandments of good manners
- Cost of rudeness
- Telephone, cellular phone, and email professional etiquette

## **Best Practices for Downsizing: Layoffs & RIFs**

**06/18/2025**

This webinar equips HR professionals, managers, and business leaders with the knowledge and tools needed to navigate organizational downsizing with integrity and compliance. Participants will learn best practices for planning and executing layoffs and reductions in force (RIFs), minimizing legal risk, maintaining employee morale, and supporting affected employees.

### **HOW YOU WILL BENEFIT**

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

## **Documentation: The Why & How for Supervisors**

**07/09/2025**

Human Resources and company policies and procedures rely on documenting the life cycle of our employees. Our unique employment laws in Montana rely on how well we document due process and good cause for discipline and termination in our state and these procedures are best practices for our neighboring states as well. This course will describe differing ways we can document and how to make our documentation useful for HR and policy purposes.

### **HOW YOU WILL BENEFIT**

- Learn why documentation is so important
- Discuss who in your organization should document issues
- Go over the four main types of documentation
- Learn why you should always partner with HR
- How to write meaningful and useful documentation

## **Conflict Management: Handling Difficult Behaviors**

**07/23/2025**

When performance problems and inappropriate behavior are ignored, they do not go away. They turn into bigger problems- for you and your organization. In this webcast, you'll learn to identify performance problems, and you'll learn to confront them in a positive and productive way.

### **HOW YOU WILL BENEFIT**

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

# Training Without Travel

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

**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.**

## Facts & Myths of Drug & Alcohol Testing in Montana

**08/06/2025**

With legalization of marijuana, misunderstandings around what compliance means, and our unique laws around discipline and termination, we have some myth busting to do around drug testing in Montana. This course aims to help you uncover the facts and bust the myths around developing and using a drug testing policy for the health and safety of your employees and your workplace.

### HOW YOU WILL BENEFIT

- Learn what a compliant policy in Montana must contain
- Which employees can be tested
- Learn the different types of testing you can use
- Discuss the testing types and why should test
- Learn where you get more information on drug testing

## Workplace Investigation Essentials

**08/20/2025**

Gain the foundational skills needed to conduct fair, thorough, and legally sound workplace investigations. This course covers key steps including planning, interviewing, documentation, and reporting, with a focus on maintaining confidentiality, objectivity, and compliance throughout the process.

### HOW YOU WILL BENEFIT

- 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

**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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