COURSE CATALOG & SERVICES GUIDE

Your Education & Training Resource

Associated Employers

- HUMAN RESOURCES
- HEALTH BENEFITS
- GRANITE HR
- RECRUITING
- TRAINING
- PAYROLL
- SURVEYS & COMPENSATION

associatedemployers.org 406-248-6178

Montana Safety Services Council

- SAFETY TRAINING
- COMPUTER LAB TRAINING
- OSHA COMPLIANCE
- SAFETY CONSULTING
- WRITTEN SAFETY PROGRAMS
- SAFETY ASSESSMENTS
- DOT HAZARDOUS MATERIAL

mssc.org 406-248-4893

Who We Are

AE is a non-profit membership association committed to the success of employers and their businesses.

1916
Year founded

1,000+
Member businesses served

Rocky Mountain / Inland Northwest
Region served

OUR MISSION

To provide expert advice, support, information, education and training in Employee Relations, Management, Human Resources, Research and Governmental areas and related matters directed to the promotion and establishment of a positive employer/employee relationship.

OUR COMMITMENT

To provide our members with the information they need, the training they require and the direct help they request in an accurate and timely manner.

INFORMATION RESOURCES

- **The HR Hotline:** unlimited access to certified HR, compensation and payroll professionals
- **Resources:** bi-monthly printed newsletter highlighting important HR and compliance information

BUSINESS DEVELOPMENT

- Strategic Planning
- Succession Planning
- Meeting Facilitation

PAYROLL SERVICES

- Process Payroll Per Pay Period
- Prepare Quarterly Reports
- Prepare Year End Reports

HUMAN RESOURCE SERVICES

- HR Needs Assessment
- On-site HR Partnering
- Recruiting Services
- Employee Handbooks
- Affirmative Action Services
- Job Descriptions
- On-site Investigations
- Drug & Alcohol Testing Programs

GROUP HEALTH TRUST

- Group Medical/Dental/Vision and Life Plans
- Benefit Consulting
- COBRA/HIPAA Assistance
- Insured Products
- Premium Only Plans

TRAINING & DEVELOPMENT

- Executive Development
- Leadership & Management Development
- Teambuilding, Communication, Conflict
- HR Educational Programs
- Executive Coaching
- Webinars

RESEARCH & COMPENSATION

- Wage & Salary Surveys
- Policies & Benefits Surveys
- Compensation System Design
- Employee Opinion Surveys
- 360 Degree Peer Reviews
- Customer Satisfaction Surveys

FEE SCHEDULE	FULL-DAY	HALF-DAY	QTR-DAY	CONSULT/HR
Member	$1,600	$1,000	$700	$110
Non-Member	$2,200	$1,400	$1,000	$155

Granite HR
An AE service

Employee Development

01

MANAGEMENT EXCELLENCE

In this 6-session seminar, explore how to maintain technical expertise while demonstrating an effective style of leadership.

- DiSC Personality Profile / Communication
- Conflict Management
- Performance Management / Dialogue / Coaching
- Discipline / Termination / Performance Appraisals
- Teambuilding / Developing a Leader

02

CONFLICT MANAGEMENT / HANDLING DIFFICULT EMPLOYEE BEHAVIORS

Understand and manage conflict for positive outcomes, manage difficult employees, and put an end to unproductive and disruptive behavior.

- Conflict self-assessment
- Conflict response
- Enable a more productive and comfortable work environment
- Build confidence in managing conflict

03

COACHING FOR IMPROVED WORK PERFORMANCE

This seminar focuses on helping leaders define and enhance their coaching and counselling roles.

- Understand what coaching is
- Define the coaching relationship
- Resolve problems that interfere with performance
- Provide coaching guidance to develop employees

04

PERFORMANCE MANAGEMENT — CULTURE OF DIALOGUE / PERFORMANCE APPRAISALS

Examine the benefits of creating a culture of trust within the organization and discuss an effective performance appraisal process.

- Motivating through creating a Culture of Dialogue and positive reinforcement
- Understanding a performance appraisal system
- Creating an effective performance appraisal

Employee Development

05

RESPECT AND ETIQUETTE FOR A PROFESSIONAL ENVIRONMENT

This session will raise basic awareness in how we interact with external contacts and coworkers.

- 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

06

EFFECTIVE PRESENTATION SKILLS

Examine how executing four different components will allow participants to deliver impactful presentations with more confidence.

- Four key components of a presentation
- Three purposes of a presentation
- Creating the presentation
- Classroom management — dealing with difficult participants
- Various activities and role play are utilized

07

NAVIGATING A MULTI-GENERATIONAL WORKPLACE

Enhance the ability of managers and employers to recognize, respond to, and resolve differences involving generational issues where productivity, teamwork, and customer satisfaction suffer if not handled effectively.

- Generations defined
- Tips for working with every generation
- Competitive edge for the organization
- Problem escalation prevention

08

TRAIN-THE-TRAINER

A skills development seminar designed to allow each participant the opportunity to learn key steps in the training process. Using the techniques learned, participants will build leadership skills and self-confidence.

- Business needs for training
- Stages of adult learning
- The 10 commandments of training
- Training model

Employee Development

09

CUSTOMER SERVICE NICHE

Customer service training based on attitude, communication, and listening. Learn how effectively using these three simple tools can keep customers doing business with YOUR organization and telling others about the great service you provide.

- Fantastic service
- Customer expectations
- Dealing with angry customers
- Moments of truth

10

EFFECTIVE TEAM DYNAMICS

This workshop focuses on the skills needed to successfully build and maintain a productive employee team framework.

- Creating team identity
- Characteristics of an effective vs ineffective team
- Team dynamics
- Setting team goals and norms
- Decision making and problem solving exercises

11

MANAGING THE TRANSITION OF CHANGE

Helps managers understand the difficulties involved in getting people to change, and helps employees understand and cope with change in a manner that is not negative.

- Change vs transition
- Three phases of transition
- Effective communication during change
- Four P's of change
- Building trust

12

NURTURING THE LEADER WITHIN US

Built around the concept that managers and supervisors need to learn to lead as opposed to just manage. Where management means doing things right, leadership means doing the right things.

- Learn how to put people first
- Honesty
- Trust
- Special treatment
- Courage

Employee Development

13

TIPS FOR MANAGING YOUR TIME

Each of us has the same amount of time but never enough time. The key is not to manage time, but to manage ourselves. The choices we make about what we are doing with our time are critical.

- Prioritizing
- Analyzing
- Filtering
- Scheduling
- Executing

WORKSHOP PRICING

MEMBERS SAVE ON EVERY WORKSHOP

	MEMBER	NON-MEMBER
Full-Day	$1,600	$2,200
Half-Day	$1,000	$1,400
Quarter-Day	$700	$1,000
Consulting / hr	$110	$155

TO SCHEDULE A WORKSHOP

406-248-6178

associatedemployers.org

Human Resources

01

HARASSMENT AND DISCRIMINATION PREVENTION IN THE WORKPLACE

Any kind of harassment can have devastating effects in the workplace. Because the Equal Rights Commission views managers and supervisors as company representatives, companies must ensure proper training for supervisors and proactive education for employees.

- Federal and State law overview
- Sexual harassment
- Other illegal forms of harassment
- Retaliation
- Your support role as peer or supervisor

02

DISCIPLINE AND TERMINATION

Gives managers the tools to understand the fair, consistent, and legal way to discipline and discharge employees.

- Overview of the Montana Wrongful Discharge from Employment Act (MWDEA)
- Good cause
- Due process
- Disciplinary process

03

EFFECTIVE RECRUITING PROCESS

Gain the confidence and tools necessary to evaluate your personnel needs and hire the best candidate for the position and for your organization.

- Creating a recruiting strategy
- Developing behavioral-based interview questions
- Evaluation of resumes
- Reference checking

04

ADA / FMLA / WORKERS' COMPENSATION

An overview of ADA and FMLA laws and how organizations need to comply with them. Workers' Compensation is also covered, and participants learn how all three interact.

- Americans With Disabilities Act (ADA) overview
- Family and Medical Leave Act (FMLA) overview
- Workers' Compensation overview

Human Resources

05

WAGE & HOUR LAW BASICS

Reviews the Fair Labor Standards Act (FLSA) provisions, including job classifications and overtime pay, and uncovers areas of vulnerability and possible noncompliance issues.

- Identify and correct wage and hour problems
- Wage and hour audit prevention
- Exempt vs non-exempt classifications
- Overtime computation

06

HUMAN RESOURCE PRACTICES

Examines the role of Human Resources in the organization, with training and discussion on primary functions and applicable laws and regulations.

- Gain insight from facilitators with 30+ years of Human Resource management experience
- Share questions and information with program participants
- Topics will vary from year to year

07

DOT & NON-DOT DRUG & ALCOHOL COMPLIANCE: REASONABLE SUSPICION

DOT mandated Alcohol and Substance Abuse Compliance is a program that is often misunderstood and incorrectly administered. Montana laws that govern the testing of Non-DOT employees further complicate drug and alcohol testing programs.

- Current regulations
- Proper compliance with DOT
- Proper compliance with Non-DOT
- Mandated Reasonable Suspicion training for Supervisors

08

FUNDAMENTALS OF COMPENSATION SYSTEMS

An overview of the compensation function, from designing a compensation program that supports your organization's business strategies, to administering your pay system.

- Developing a compensation philosophy
- Developing and maintaining a pay structure
- Communicating compensation to employees

Webinar Topics

Live and on-demand learning from AE — **46 topics** covering HR compliance, leadership and workplace skills.

A–Z TOPIC INDEX

- ADA/FMLA/WC
- AI Basics
- Board of Directors
- Burnout
- Change Management
- Coaching
- Compensation
- Conflict Management
- Conflict Resolution
- Customer Service
- Developing the New Leader
- Discipline/Termination
- Documentation
- Drug & Alcohol
- Effective Communication
- Effective On-Boarding
- Emotional Intelligence
- Employee Benefit Basics
- Employee Handbooks
- Ethics
- Generations
- Harassment Prevention
- HR 101
- I-9 Compliance
- Independent Contractor
- Interviewing
- Investigations
- Job Description Basics
- Meeting Facilitation
- New Hire Orientation
- OSHA 300 Logs
- Performance Appraisals
- Project Management
- Recordkeeping
- Recruitment & Retention
- Remote Employee Supervision
- Respect & Etiquette for a Professional Environment
- Social Media
- Strategic Planning
- Stress Management
- Succession Planning
- Surveys
- Time Management
- Unemployment Insurance
- Wage & Hour
- Workplace Violence Prevention

MONTANA SAFETY SERVICES COUNCIL

SECTION TWO · SAFETY & HEALTH

Montana Safety Services Council

Your Education & Training Resource

- SAFETY TRAINING
- CONSULTING
- TECHNICAL ASSISTANCE
- SEMINARS
- PROGRAM DEVELOPMENT

VISIT	CALL	ONLINE
3435 Mountain Pass Road Billings MT 59102	**406.248.4893**	**mssc.org**

Who We Are

The Montana Safety Services Council is a non-profit educational association providing safety and health related services — occupational safety training, consulting, technical assistance, needs assessments, safety audits, and safety program development — to our membership and the public at large.

1993
Year established

100+
Businesses served

Rocky Mountain / Inland Northwest
Region served

Serving manufacturing, construction, medical, energy, retail, wholesale, transportation and refining.

OUR COMMITMENT

To advance and improve both general and construction industries safety culture through education and training. Improvement in safety performance and awareness requires a unified effort involving business owners, contractors and our labor force.

OUR MISSION

To enhance the region's safety culture through education and training programs — reducing worker fatalities and injuries, further reducing workers' compensation insurance costs, and enhancing productivity.

CONSULTING & TECHNICAL ASSISTANCE

- Emergency action planning
- Exposure assessments / IH monitoring
- Occupational Safety & Health — General Industry & Construction
- On-site needs assessments
- On-site OSHA-style safety audits
- Compliance issues
- Ergonomics
- Hotline assistance
- Incident investigation
- Industrial hygiene
- Member services
- Quantitative fit test
- Safety program development

TRAINING

- Accident Investigation
- Bloodborne Pathogen
- Confined Space
- Custom Site-Specific Training
- Electrical Safety Awareness/Arc Flash
- Fall Protection
- H2S Awareness
- Hazard Communication Standard
- Hazard Identification
- HAZWOPER
- Hearing Conservation
- MEWP/Aerial Lift
- Personal Protective Equipment (PPE)
- Portable Fire Extinguishers
- Respiratory Protection
- Scaffold Safety
- Small Spill Control Clean-Up
- Workplace Violence Protection

CERTIFICATIONS

- CPR/AED/First Aid
- Basic Life Support (BLS)
- Forklift Train-the-Trainer

FEE SCHEDULE	FULL-DAY	HALF-DAY	QTR-DAY	CONSULT/HR
Member	$1,600	$1,000	$700	$110
Non-Member	$2,200	$1,400	$1,000	$155

Computer Training Lab

MONTANA SAFETY SERVICES COUNCIL

SOLE RESOURCE FOR

CHS LAUREL & PAR MONTANA REFINERIES SITE-SPECIFIC AND ALKY TRAINING

40 Training stations

$28 MSSC members

$33 Non-members

HOW IT WORKS

- Training available Monday–Friday, 8:00 am to 4:00 pm
- Reserve at least 24 hours in advance to guarantee your employees' time
- Classes are 1½–2 hours long
- Walk-ins accepted if training space is available
- The last training begins at 2:00 pm

CHS

Par Montana

Montana Safety Services Council

PROUDLY JOINS

PRESCA

RECIPROCITY · INTEGRITY · COLLABORATION

ACCREDITED PROVIDER

SAFETY ESSENTIALS (SE-SAFE)

The preferred safety orientation for Laurel CHS, Billings Par Montana & Billings P66 Oil Refineries

Created with experts in safety, adult learning, and interactive design to ensure the highest quality of training and successful knowledge retention. The course combines video, animation and interactive exercises for a more effective and engaging learner experience.

SAFETY ESSENTIALS COURSES OFFERED

Asbestos Awareness	Bloodborne Pathogens	Benzene Awareness	Bottle Watch Attendant	Confined Space
Dropped Objects	Electrical Safety	Fall Protection	Firewatch	Hydrogen Sulfide Awareness
Hazard Communication	Hearing Conservation	Heat Stress Awareness	Hand & Portable Tool Safety	Ladder Safety
Line of Fire	Lockout/Tagout	Maritime Security Awareness	Scaffold User	Workplace Violence Prevention

Certifications

FORKLIFT TRAIN-THE-TRAINER COURSE (PIT INSTRUCTOR)

A three-year certification providing four hours of formal classroom training presented with lecture, video, and PowerPoint presentations, focusing on OSHA's final rule 29 CFR 1910.178.

- Requirements for training
- Presentation tips
- Required OSHA guidelines
- Includes forklift TTT guide manual
- Includes course support flash drive

CPR / AED / FIRST AID COURSES

Medic First Aid BasicPlus CPR, AED, and First Aid for Adults.

- Essential responsibilities
- Recognizing a medical emergency
- Making the decision to help
- Activating the EMS system
- Providing basic first aid care

OSHA 10/30 GENERAL INDUSTRY & CONSTRUCTION

The 10-Hour & 30-Hour OSHA General Industry & Construction Outreach Training Programs are intended to provide entry-level workers with a general awareness to recognize and prevent hazards in general industry workplaces and on construction sites.

HAZWOPER

Meet the requirements for certification of 29 CFR 1910.120 and other applicable regulations for certification to the HAZWOPER 40, 24, 16, and 8 hour duties.

Safety Training

MONTANA SAFETY SERVICES COUNCIL

HAZARD IDENTIFICATION

Useful for employees & employers who do site inspections in fixed or mobile locations.

- Types of hazards
- Exposure
- Probability and severity
- Hazard control hierarchy

BLOODBORNE PATHOGENS

- What are bloodborne pathogens (BBPs)?
- Why are they harmful?
- How can I protect myself?
- What is our Exposure Control Plan?

RESPIRATORY PROTECTION

- When respirators are needed
- Types of respirators and their limitations
- What you must do when respirators are required
- What you must do when respirators are optional (worn voluntarily)

PORTABLE FIRE EXTINGUISHERS

- The fire triangle
- Types of fires & classes of fire extinguishers
- Rules for fighting fire
- Fire extinguisher use
- Fire extinguisher inspection / maintenance

HEARING CONSERVATION

- The effects of noise on hearing
- Hearing protection — purpose, types and use
- The purpose of audiometric testing and how it works
- Your right to see noise measurement records and hearing test results

PERSONAL PROTECTIVE EQUIPMENT

- When PPE is required to protect an employee, who is responsible for payment?
- When is the employer required to implement a personal protection program?
- The 7 categories of PPE
- Proper selection of PPE

Safety Training

FALL PROTECTION

- When do you need fall protection
- Types of fall protection
- Requirements of the Fall Protection Standard
- Fall arrest systems
- Written fall protection plan

SCAFFOLD SAFETY

- OSHA standard
- Requirements
- Inspections
- Fall hazards
- Access
- Struck by falling objects
- What is a competent person?
- What is a qualified person?

CONFINED SPACE

- How to identify a confined space
- Confined space hazards
- How to control or eliminate the hazards
- Confined space entry procedures
- Confined space permits
- Employee training needs
- Confined space worker duties
- Emergency and rescue services

LOCKOUT/TAGOUT – HAZARDOUS ENERGY CONTROL

- What is lockout/tagout
- Training of lockout/tagout procedures
- Authorized employees
- Affected employees
- Standards for locks and tags
- Procedures for lockout/tagout
- Procedures before locks and tags are removed
- Procedures for special lockout/tagout occasions

Safety Training

ELECTRICAL SAFETY AWARENESS

- How electricity works
- Definitions
- Grounding
- Electrical shock
- Injuries from electrical shock
- Safety rules
- Personal Protective Equipment
- Lockout/Tagout
- Arc Flash

HAZCOM (EMPLOYEE RIGHT TO KNOW)

- Contents of the OSHA Standard
- To whom the standard applies
- Understanding chemicals: physical and health hazards, routes of exposure, acute or chronic effects
- SDS and chemical labels
- Personal Protective Equipment
- Exposure to hazardous chemicals
- Leaks and spills

SUBSTANCE SPECIFIC OSHA (CRVI, PB, BENZENE, ETC.)

- Review of OSHA substance specific standards
- Exposure limits
- Regulated areas
- Exposure monitoring
- Methods of compliance
- Respiratory protection
- Medical surveillance
- Communication of hazards

WORKPLACE VIOLENCE PREVENTION

Learn the skills necessary to prevent the threats, abuse, and other aggression your employees may encounter in the workplace.

- What is workplace violence, how can it manifest itself, and who can commit it?
- When is workplace violence committed?
- What are the signs?
- What kinds of threats should you watch for?
- How can you prevent workplace violence?

Safety Training

MONTANA SAFETY SERVICES COUNCIL

DEFENSIVE DRIVING

- Importance of driving safely
- Driving on the freeway
- Speeding
- Parking
- Preparing to drive
- Driving on city streets
- Drinking and driving
- Cell phone use

H2S AWARENESS

- Properties & characteristics
- Working safely with H2S
- Contingency plan
- Employee protection
- Detection
- Emergency response

ACCIDENT INVESTIGATION

- The goals of an accident investigation
- Securing an accident scene
- "Root-cause" analysis
- The importance of investigative interviews
- Assisting in an accident investigation
- Reporting the "near misses"
- The role of policies, equipment and training on accident prevention

CUSTOM SITE-SPECIFIC TRAINING

Matched to your company's needs.

BENEFITS OF MEMBERSHIP

4 hours
no-charge consultation each membership year

Discounts
on seminars and programs

Newsletter
published bi-monthly

Testing
services

Library
reference materials & training videos

Hotline
service