

Training Without Travel

Webinars are held from Noon to 1 p.m.

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 webinar**

**Not available for the live webinar? If these times do not
fit your schedule, recorded webinars are available for
purchase on our website two days after the live one.**

Conflict Resolution: A Process for Those That Aren't Getting Alongs

09/09/2026

This webcast will equip participants with a practical, step-by-step approach to resolving interpersonal conflict in a respectful and productive way. Whether addressing workplace challenges, team dynamics, or everyday interactions, participants will leave with actionable strategies to turn conflict into opportunities for stronger relationships and better collaboration.

HOW YOU WILL BENEFIT

- Overview of conflict
- Tips to confront
- Individual meeting process
- Group meeting process including ground rules
- Follow up

Conducting Background & Reference Checks

09/23/2026

Background screening is an important hiring tool, but using criminal and credit history incorrectly can expose employers to significant legal risk. This webinar provides practical guidance on conducting compliant background screening, including criminal, credit, and reference checks, and making fair, job-related employment decisions while meeting federal and state legal requirements

HOW YOU WILL BENEFIT

- Background screening and compliance requirements
- Criminal, credit, and reference check best practices
- Individualized assessments and adverse action procedures
- EEOC and Fair Credit Reporting Act (FCRA) requirements
- Reducing hiring risk while avoiding costly legal mistakes

Beyond Harassment: Managing Conduct Before It Becomes a Complaint

10/07/2026

This skill-building webinar is designed to help leaders and professionals communicate with clarity, confidence, and empathy—especially in challenging situations. Participants will learn practical techniques for managing emotions and delivering constructive feedback that drives understanding and improvement. This session provides tools to turn difficult conversations into opportunities for growth and stronger workplace relationships.

HOW YOU WILL BENEFIT

- Building a respectful workplace culture
- Addressing conduct before it escalates
- Setting clear behavioral expectations
- Understanding employer rights and limitations regarding off-duty conduct
- Coaching, documentation and early intervention

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Independent Contractor vs. Employee: What is the Difference?

10/21/2026

Misclassifying workers can result in significant liability for employers. This webinar explains the key factors used to distinguish employees from independent contractors, outlines employer obligations, and provides practical guidance for making legally defensible worker classification decisions.

HOW YOU WILL BENEFIT

- Employee vs. independent contractor classification
- Federal and state classification standards
- Common misclassification risks and liabilities
- Practical best practices for compliant contractor relationships
- Worker classification documentation and decision-making

Customer Service Niche

11/04/2026

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

Developing the New Leader

11/18/2026

This webinar 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. The program shows the value of creating a caring environment where individuals are given the opportunity to thrive.

HOW YOU WILL BENEFIT

- How to put people first
- Honesty with staff
- Building trust with staff
- Transitioning from peer to supervisor
- The art of delegation

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

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



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