



Associated Employers

Training Central

Fall 2026

Educate ...

Achieve ...

Excel ...

Management Excellence: A Leadership & Management Development Seminar 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.

Leaders who attend this seminar will develop individual, one-on-one and group competencies needed to keep pace with their evolving leadership roles and responsibilities.

How You Will Benefit

- Analyze and enhance your interpersonal skills to help you communicate, listen, and handle conflict in the workplace
- Learn how to be more influential with others
- Recognize your Strengths and Development Opportunities and how to minimize your weaknesses by maximizing your strengths
- Enhance your performance management abilities
- Learn how to maximize results while managing group dynamics



What You Will Cover

- ✓ DiSC Personality Profile
- ✓ Communication
- ✓ Conflict Management
- ✓ Performance Management/Dialogue/Coaching
- ✓ Discipline/Termination/Performance Appraisals
- ✓ Team Building
- ✓ Developing the Leader

Cost:

AE Member \$650* Additional Member \$500
Non-Member \$1,000* Additional Non-Member \$750

8:30 am - 4:30 pm

Location	Facility	Day 1	Day 2	Day 3
Bozeman	BW Plus GranTree Inn	09/30/2026	10/07/2026	10/14/2026
Billings	AE Training Room	11/03/2026	11/10/2026	11/17/2026

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
Great Falls	Great Falls Job Service	10/06/2026	1:00 pm - 3:30 pm
Bozeman	BW Plus GranTree Inn	10/08/2026	9:00 am - 11:30 am
Billings	AE Training Room	11/04/2026	9:00 am - 11:30 am

Who Should Attend

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

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



HR "FAST TRACK"

Back when, there was no such thing as "HR." We would 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 give you an overview of basic HR functions and give you best practices to insure compliance in your work place.

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.

Learning Objectives

Recruiting & Hiring

- 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

Life Cycle of an Employee:

- 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

Cost:

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

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'll 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 resolve conflict
- Have the tools to run a compliant internal investigation
- Have confidence in your role with HR processes



8:30 am - 12:30 pm

Location	Facility	Date
Missoula	BW Grant Creek Inn	09/10/2026

Conflict Management: Handling Difficult Behaviors, People and Situations

Conflict not only makes the workplace uncomfortable, it hurts productivity, increases turnover and affects the bottom line. Many managers and supervisors fear and avoid conflict situations, because they do not know how to deal with them. When performance problems and inappropriate behaviors are ignored, they do not go away. The problems turn into bigger problems. This seminar will help you to understand and manage conflict for positive outcomes. The session will also help you manage difficult employees, and put an end to the unproductive and disruptive behaviors.

How You Will Benefit

- 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



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

What You Will Cover

- Behaviors of Difficult People
- Thomas-Kilmann Conflict Mode Assessment
- Understanding what conflict is, and what it is not
- Understanding how to resolve conflict
- How to Cope
- Choosing the Best Way to Handle Conflict Situations

Who Should Attend

Human Resource Managers, owners, managers and supervisors will benefit from attending this class.

9:00 am - 11:00 am

Location	Facility	Date
Missoula	BW Plus Grant Creek Inn	10/08/2026

HR Compliance for Everyone: Practical Workplace Compliance for Supervisors, Managers, Business Owners & HR

Employment laws are constantly changing, making compliance more challenging than ever. Fortunately, staying compliant isn't about memorizing statutes—it's about building consistent workplace practices, maintaining sound documentation, and recognizing issues before they become costly mistakes.

This interactive half-day session provides a practical overview of the workplace compliance topics every organization should understand. Participants will learn to identify common compliance issues, apply consistent practices, know when to involve HR, and make more confident employment decisions.

How You Will Benefit

- Gain a practical understanding of today's most common HR compliance requirements.
- Learn how effective policies, documentation, and consistent practices reduce legal risk.
- Recognize situations involving leave, accommodations, wage and hour, harassment, and other employment law issues.
- Build confidence in responding appropriately and knowing when to seek additional guidance.

Live & Virtual Attendance Options

1:00 pm - 4:30 pm (MDT)

Location	Facility	Date
Billings	AE Training Room	10/06/2025
Virtual Platform: Teams		

Virtual seminars will not be recorded for future view or purchase.

What You Will Cover

- Creating a strong compliance foundation through policies, handbooks, documentation and recordkeeping.
- Key compliance topics, including leave administration, disability and pregnancy accommodations, wage and hour basics, I-9 compliance, and harassment and discrimination prevention.
- Employer reporting and compliance obligations, including workers' compensation, unemployment, OSHA recordkeeping/reporting, and other required employment records and filings.
- Practical habits, best practices, and real-world scenarios that help managers reduce risk and respond confidently to everyday workplace challenges.

Who Should Attend

HR professionals, supervisors, managers, business owners, department heads, payroll professionals, and anyone responsible for managing employees or supporting workplace compliance.

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

To Register: Phone: (406) 248-6178 Email: reg@aehr.org
(208) 228-9685 Online: 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.

Cancellation Policy: If you must cancel, please do so at least 2 business days prior to the start of training. Any cancellations received with less than 2 business days notice, will be billed as follows: \$30 for our Reasonable Suspicion class, \$50 for any half-day class, \$75 for any full-day class or \$100 for the Management Excellence Series. Please call our office at 406.248.6178 or email reg@aehr.org to cancel. Substitutions are welcomed with prior notice.



"Associated Employers is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM recertification activities."



"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 aPHRTM, PHR®, PHRca®, SPHR®, GPHR®, PHRITM and SPHRITM recertification."



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 Along

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

Training Without Travel

Webinars are held from Noon to 1 p.m.

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

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