

Training Central

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Associated Employers

Winter 2012/2013

The Customer Service Niche

Course Code: CS-1212

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 listening. 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 listening 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
- Various activities, role plays and case studies

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.

8:30 am - 4:30 pm

CITY	FACILITY	DATES
Billings	AE Training Room	12/04/2012
Great Falls	GF International Airport	01/08/2013
Bozeman	Holiday Inn	02/05/2013
Missoula	BW Grant Creek Inn	02/21/2013

Cost:	<i>AE Member</i>	<i>\$150*</i>	<i>Additional Member</i>	<i>\$105</i>
	<i>Non-Member</i>	<i>\$200*</i>	<i>Additional Non-Member</i>	<i>\$155</i>

From Hire to Fire

Course Code: HF-0213

Human Resources is a dynamic field and covers a wide array of areas. In order to be known as an employer of choice, it is important that an organization manage its personnel. Join us as we examine the role of human resources in your organization, with a review of the primary functions and applicable laws and statutes. Receive valuable information on the areas of HR that can trip an employer up, and take away materials you can use within your organization to improve the management of your most valuable resource—your employees.

HOW YOU WILL BENEFIT

- Gain an understanding of the recruiting process that will enhance your ability to select the best candidate while minimizing your legal liabilities
- Learn the importance of proper orientation of new employees to enhance retention and performance
- Receive guidance on properly classifying employees under the wage and hour regulations
- Learn how to avoid the most common wage and hour mistakes made by employers
- See the role HR plays in the management of each employee's performance

WHAT YOU WILL COVER

- Recruiting Process, Including Importance of a Strategy, the Job Description, and a Systematic Approach
- New Hire Orientation, Including Why This Process Can Make or Break Whether the Employee Succeeds
- Employment Process, Including a Look at Wage and Hour Regulations, Policies, and Recordkeeping
- Performance Management Process, Including a Look at Performance Evaluation Systems, Discipline, and Termination

WHO SHOULD ATTEND

This seminar will benefit experienced and new human resources staff, as well as other managers who need to better understand the entire employee relationship – from hire to fire

8:30 am - 4:30 pm

CITY	FACILITY	DATES
Billings	AE Training Room	02/12/2013
Cost:	<i>AE Member</i> \$150*	<i>Additional Member</i> \$105
	<i>Non-Member</i> \$200*	<i>Additional Non-Member</i> \$155



Training Without Travel

Winter 2012/2013 Webinar Series

**Wage & Hour: 2 Part Series*

Part I : Exempt Employees - Date: 12/05/2012

- Exempt employees defined
- Importance of job descriptions in determining exempt status
- Explanation of each exemption
- Paying exempt employees
- Docking exempt employee wages

Part II: Non-exempt Employees - Date: 12/12/2012

- Non-exempt employee defined
- Definition of a work week
- Hours worked defined to include travel time
- Properly determining and paying overtime
- Comp time & potential pitfalls (Independent Contractors, Volunteers)

Discipline & Termination in Montana

Date: 01/09/2013

- Overview of Montana Wrongful Discharge from Employment Act
- Establishing good cause
- Due process
- Grounds for immediate termination
- Conducting a disciplinary action

HR 101: Short Course in Human Resources

Date: 01/23/2013

- Recruiting process
- New hire process
- Employment process
- Workers Compensation basics

Managing the Generation Gap

Date: 02/06/2013

- Generations defined
- Differences in generations
- Leveraging gaps
- MEET communication model
- Tips for working with every generation

Tips For Managing Your Time

Date: 02/20/2013

- Time management defined
- Time management process
- Scheduling time and tasks
- Time wasters to avoid
- Procrastination

**Webinars
are held from
noon to 1 p.m.**

Cost per webinar:

AE Member Companies	\$45
Non-member Companies	\$70

***Cost for Two-Part Series**

AE Member Companies	\$70
Non-member Companies	\$90

Not available for the live version?

If these times do not fit your schedule, recorded versions are available at the same pricing as the live versions.



To Register:

Call the office at 406.248.6178

Email reg@aehr.org

Visit our website:
www.associatedemployers.org

Registration Form

Name(s): _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Email: _____

<i>Course Code</i>	<i>Location City</i>
<input type="checkbox"/> CS-1212	<input type="checkbox"/> Billings <input type="checkbox"/> Great Falls <input type="checkbox"/> Bozeman <input type="checkbox"/> Missoula
<input type="checkbox"/> HF-0213	Billings

Please register our company for these Webinars:

LIVE RECORDED

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Wage & Hour: Part I & II |
| <input type="checkbox"/> | <input type="checkbox"/> | Discipline & Termination in Montana |
| <input type="checkbox"/> | <input type="checkbox"/> | HR 101: Short Course in Human Resources |
| <input type="checkbox"/> | <input type="checkbox"/> | Managing the Generation Gap |
| <input type="checkbox"/> | <input type="checkbox"/> | Tips For Managing Your Time |

Payment:

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Please call our office 406-248-6178 Ext. 27 to relay card information

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2727 Central Avenue, Ste. 2
Billings MT 59102

Thank you for choosing AE for your training needs.

* 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.

CANCELATION POLICY:

If you must cancel, please do so at least 48 hours prior to the start of training. Any cancellations received with less than 48 hours notice, may be billed at half the registration fee. Once paid, this fee can be used as a credit towards future training. Please call our office at 406.248.6178 or email reg@aehr.org to cancel. Substitutions are welcomed with prior notice.