



Generational Diversity

Uncovering the Best in Everyone



Presenter: Jo Anne Preston, *RWHC Workforce & Organizational Development Senior Manager*

Target Audience: Hospital Managers, both experienced and new in their role

Program Description: Conflicts can evolve from our differences and one of those differences is the influence of the "era" we grew up in. We toss around the terms Baby Boomers, Gen X and Y, etc., but what impact does this have in the workplace? How do we get results and develop a team when we see things so different from each other? How do we manage/lead those who have a world view that does not match our own and still get the best out of everyone? None of us fit in to a "box" but the cultural environment does have an influence on our beliefs and attitudes that impacts how we work together. This workshop leads a discussion on understanding the diversity of the generations and how we can lead more effectively by respecting our differences rather than fighting against them.

Participants of this workshop will learn to:

1. Identify the basic characteristics of the generations in the workplace today
2. Articulate your own and learn others' work related attitudes/beliefs in the context of generational influence
3. Identify the key supervisory needs of the various generations at work
4. Create a plan to identify your diverse employees' needs for communication, rewards and motivation

Consider taking this workshop if the following are mostly true for you:

- There are people I work with who really frustrate me with their work ethic (either they don't work as hard as I do or they seem to be workaholics, etc.)
- I find myself complaining or feeling frustrated about a particular group of workers because of the differences in our work beliefs/attitudes
- I am fairly effective in communicating with people in my age group, but I am not as effective with those other generations
- I would like to get better results from my diverse group

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