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## **The Generational Mix in the Workplace How to Bridge the Generation Gap for the Workplace**

**August 18-19, 2010  
FMCS Training Center  
6161 Oak Tree Boulevard, Suite 120  
Cleveland, OH 44131**

**Registration Fee: \$350.00 - Early bird 300.00 if registered by July 18, 2010**

All organizations are experiencing a new challenge these days. For the first time in history, there are four distinct generations in the workforce, each with different expectations, traits, characteristics, values, and work styles. This course is designed to help you meet the challenges of understanding how and why these differences manifest in the workplace today. This interactive two-day program will examine how you and your organization can bridge these generational gaps to best meet the needs of both organizations and employees, and how you can use this knowledge and understanding to enhance your organization and the collective bargaining process.

This two-day program will be of special value to executives, managers, staff administrators in a wide variety of organizations, agencies, and institutions. Attendees have included HR staff, EEO officials, Trade Union officers and staff interested in new membership, heads of voluntary organizations interested in getting their message across to all generations, training directors, safety and health officials, and many others.

In this challenging, exciting, and just plain fun workshop, participants will develop skills and insights that will help to understand why you may be encountering generational conflicts, how to address those conflicts, and what you can do to better leverage employee and organizational strengths.

Topics will include:

- Wages, hours, and working conditions! What is important to one generation may be insignificant to another. We will sort out these differences and develop strategies for addressing these important issues creatively and openly so that management and labor can achieve a contract that can be ratified.
- Developing and reinforcing cooperative relationships between labor and management by improving your inter-generational communication and problem-solving skills.
- How and why loyalties are different and how to encourage organizational loyalty by meeting the needs of each generation.
- Understanding each generation's workplace feedback preferences so that your communication is relevant and useful.
- What you can do to provide appropriate training and mentoring opportunities in the workplace to help recruit and retain top-notch people.
- Work/Family/Personal Balance – It means something different to each generation, and your response to employee needs can provide the opportunity for innovative solutions in the workplace and to your collective bargaining agreement.
- Technology! Each generation has a different take on the use of technology in the workplace, so we will examine how to best bring everybody on board as comfortably as possible.

**Faculty:** Eileen B. Hoffman, FMCS Commissioner, Washington DC  
Tim J. Viskocil, FMCS Commissioner, Cleveland, OH

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