



This program has been approved for 3.25 re-certification hours toward PHR and SPHR re-certification through the Human Resource Certification Institute (HRCI). The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit. For more information about certification or re-certification please visit the HRCI homepage at www.hrci.org

Bridging the Generational Divide

Prerequisites: None
Schedule: 3.5 hours

Course Objectives

I Just Don't Get Them! How many times have you said that to yourself or a friend? Whether it is in the family or on the job, figuring out the 'other' generations can be a challenge. Effectively navigating this generational divide is vital to the success of any business and the people working there. With 4 distinct generations working side by side, unprecedented conflict and concern have stirred up the workplace. We must learn to deal with issues such as differing values and seemingly incompatible views on the work ethic, teamwork, leadership, and loyalty.

Learn the secrets to Bridging the Generational Divide!

- Gain insights into the different generations;
- Share concrete examples and approaches you can use right away;
- Discover how to build connections across the divide and boost employee performance and retention; and
- Laugh a lot!

Marcia Jackson of Training Resources facilitates this do-not-miss program. You will gain insights, share concrete examples and approaches you can use right away to help you build connections and boost employee performance and retention.

Meet Marcia Jackson of Training Resources

Trainer Marcia Jackson has worked with businesses large and small throughout the nation to improve workplace performance, multigenerational relations and communications. She holds numerous certifications in Training and Development & Organizational Development and has owned her own company for over 14 years.

Copyright 2010 The Employers Association - 2218

3020 West Arrowood Road • Charlotte, NC 28273
(704) 522-8011 • Fax (704) 522-8105 • www.employersassoc.com