



## How to Reach, Teach and Engage Various Generations in the Workplace

### Session Details

Faculty: Dr. Jan Ferri-Reed Date: Thursday, December 12, 2019  
 Location: 3 West Club Sign In: 8:30 AM  
 3 West 51st Street, New York, NY 10019  
 Phone: 212-582-5454 Session: 9:00 AM - 4:00 PM

### Session Description

Sheer demographics suggest that, in the very near future, we will feel strain on our generational talent pools and, consequently, organizational productivity. This seminar will provide leaders with insights and strategies for attracting, engaging and developing talent from all generations, as well as for enhancing intergenerational communication, productivity and results.

### Biography

Dr. Jan Ferri-Reed is a seasoned consultant and President of KEYGroup, a 33-year international speaking, training and assessment firm. She is co-author of *Keeping the Millennials: Why Companies are Losing Billions in Turnover to This Generation and What To Do About It*, and author of *Millennials 2.0 - Empowering Generation Y*. Jan has presented a variety of programs to thousands of managers and employees in a diverse range of organizations across the globe. Jans work focuses on creating productive workplaces and retaining talent while increasing the bottom line. She does executive consultation, facilitation of senior level, planning and team building retreats and keynoting at corporate and association events. Representative clients for whom Jan provides services include GlaxoSmithKline, MARC Advertising, DelMonte Foods, The Bank of New York Mellon Corporation, US Steel Corporation, Volkswagen-Audi-Porsche, Pitney Bowes, MTV Networks, Merrill Lynch and UBS-AG.

### Guide to Participant Selection

Department	Admin	Distrub	Engr	Finc	H.R.	Legal	Mktng	IT	Or	Plng	Pchsg	R&D	Sales
<b>Senior Executive</b> (Pres. Exec & Sr VP)	3	3	3	3	3	3	3	3	3	3	3	3	3
<b>Executive</b> (VP & Gen'l Mgr)	2	3	3	3	2	3	2	2	3	3	3	3	3
<b>Senior Managers</b> (Div & Reg. Mgrs)	1	1	2	1	1	1	1	1	1	1	1	1	1
<b>Middle Managers</b> & Superintendents	1	1	2	1	1	1	1	1	1	1	1	1	1

### Time Allocation - Topics

### 5% The Millennial cohort - Why they are like they are

- The crash of 2008 Down-under or just under-employed?
- Why you should care why you need them if you want to grow your business

### 10% I am not biased!

- How you see them and how they see you
- Understanding unconscious bias
- Methods for reducing age discrimination

### 25% Resolving team conflict

- Multi-generational team awareness
- Model for multi-generational team development
- Tools to aid multi-generational team collaboration

### 10% Three easy things that you can do to transition your culture

- Mentors and protgs
- Technology
- Individuality

### 20% Millennials in the Mirror Six critical leadership skills Millennials need to develop

- Attentiveness
- Diplomatic transparency
- Accountability
- Manageable flexibility
- Creative problem-solving
- Strategic relevancy

### 5% Onboarding to navigate the companys growth

- How managers can kill onboarding programs for any generation
- Job aides for managers

### 15% Guiding career development at any age

- Mapping the journey
- The three Rs for career development - Real-time; Relevant, Relatable
- Career development guides and management tools for all generations

### 10% Practical tips for Millennial-izing your organization for all generations

- Go casual
- Provide workflex
- Get a conscience

## Focus

### Primary - Leadership Development

Communication, Empathy, Interpersonal Relations, Motivation

### Secondary - Planning/Organizing

Use of Authority, Delegation, Direction, Coordination, Guidance, Discipline, Meeting Schedules

### Tertiary - Executing/Controlling/Evaluating

Problem Identification, Evaluating Alternative Solutions

## Level

Introductory

Intermediate

Advanced

FOR REGISTRATIONS PLEASE CONTACT: **Evangelia Zouras**

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