



Intergenerational Communication for Public Managers

When: August 4, 8:30-3:15

Where: Virtual, via Zoom

Communication styles and generational differences affect how employees function and relate to one another, ultimately affecting the customer's experience and the bottom line of your organization. Gain insight into understanding your work teams as you learn about communication style preferences and generational differences in customer interactions, manager expectations, and work ethic. This class costs \$225.

By the end of this class, you should be able to:

1. Improve employee communication by identifying and describing generational preferences
2. Motivate employees by using generational preferences in reward and feedback
3. Decrease unproductive team conflict by identifying strategies to address specific generational management issues
4. Learn appropriate language to use which will resonate with each generation
5. Spend time in the training examining case studies through understanding of the generations.

Instructor: Michael Leitz (DMIN, Lincoln Christian University) is a training specialist with Accent Learning and Consulting in Stoughton, WI. Michael specializes in time management, generations in the workplace, executive coaching, leadership development, and understanding team dynamics, including how to work through conflict for personal and organizational success.

Register at: <https://localgovernment.extension.wisc.edu/cpm-public-courses/>



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