
COMMUNICATING IN A MULTI-GENERATIONAL WORKPLACE

Learn how to deliver important company information and supervisory direction in ways that reach and resonate for each generational cohort.

JOINTLY OFFERED BY PELORUS LEADERSHIP GROUP, INC.
& NAVIGEN LEADERSHIP, LLC.

PROGRAM OVERVIEW

When asked what can be done to improve our relationships, our teams, and our organizations - "communication" is often at the top of the list of answers. The challenge of effective communication is complex. Many have equated cross-generational miscommunication with the language and cultural misunderstandings that can occur in cross-cultural communication. Effective communicators consider the role generational influences and experiences play in when, what and how we prefer to give and receive information.

In this workshop you will:

1. Learn to tailor the message and the mode of communication for ready reception by a given generation.
2. Use your own real world communication challenges as you design, practice and evaluate the delivery of information.
3. Discuss the modes of communication and consider when each mode is most appropriate and effective- in terms of the message, the audience's generation and the response required.

FACILITATORS

Michele L. Norris
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PARTICIPANTS

Up to 24 employees interested in communicating more successfully with members of all generations.

PROGRAM LENGTH

The title is available as a half-day program or a full day program. A full-day program allows for additional hands-on participant activities.

Contact [Navigen Leadership or Pelorus Leadership Group, Inc.](#) today to bring this, or another course in this series, to your organization.

Communicating in a Multi-Generational Workplace is one of twelve courses offered as a part of *Navigating the Generations: A Series Of Programs Exploring The Challenges Facing Leaders And Workers In Today's Multi-Generational Workplaces.*

NAVIGATING THE GENERATIONS

Introductory Course (Pre-Requisite)

Looking Across The Generations. Recognize generational influences and the resulting workplace behavior of each generation.

Core Courses

Communicating In A Multi-Generational Workplace. Learn how to deliver important company information and supervisory direction in ways that reach and resonate for each generational cohort.

Navigating The Multi-Generational Workplace. Gain awareness of your own expectations and those of co-workers who represent other generations. Discover how you can navigate through or around the typical generational clash points and align with organizational mission, values, and goals.

Leading Through The Generational Lens. Consider how generational experiences influence the way we lead and what we want from our leaders.

Generation Specific

Millennials In The Workplace: How Different Generations Perceive Me And My Generation. Learn the challenges Millennials face in the workplace and prepare them for the realities of life at work.

Millennials Communicating With Management: How I Integrate Into Corporate Life. Understand the perceptions of others. Learn the skills that demonstrate to management the realities and strengths of Millennials that prove Millennials are capable of aligning with corporate culture, mission, vision, and values and being a part of collaborative generations working towards the same goal.

Ensuring Successful Millennials. Learn to mentor and ensure their success in your workplace. Consider and practice actions most likely to encourage this newest workplace generation to come, stay, and contribute their best to your organization.

Xers Rising. Consider and practice the actions most likely to retain and motivate Generation X as they move into the middle years of their work life.

Caught In The Middle: Generation X As The Manager. Identify and address the challenges of this generation of managers as they supervise the work of older and younger associates.

Retaining Boomers And Their Knowledge. Learn to redefine retirement and how to respond to the changing needs and expectations of Boomers at work.

Additional Courses

Onboarding And Training With A Generational Perspective. Recognize what each generation needs to connect, focus and engage with your organization and their own work. Learn ways to ensure that the messages you are sending are readily received and understood by generations who have learned to learn in very different ways.

Cross Generational Co-Mentoring. Learn how to create and gain endorsement for a cross-generational co-mentoring program.



Kathy Davanzo, SPHR
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Kathy has over thirty years of training, human resource management and leadership experiences having worked in university, corporate and nonprofit environments and having served a broad spectrum of clients.

As a national speaker, trainer and workforce readiness consultant Kathy focuses on workforce readiness issues from the employer perspective and communications and influence skills for employees at all levels. She has a special interest in the role generational experiences play in the workplace.

Kathy holds a bachelor's degree in English and Communications Education from Miami University and a master's degree in Education from the University of Miami.

Kathy served over three years as the Workforce Readiness Chair for the HR Florida State Council. She was a member of the Society for Human Resource Management's Katrina Disaster Response Volunteer Panel. Kathy is an avid sailor, and when not sailing, she resides in Gulfport, Florida with her husband, Charlie.



Michele Norris
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Michele has more than thirty years of professional sales and leadership experience for such companies as Xerox, ADP, and Boise Cascade Office Products/OfficeMax. In the corporate environment, she has managed and led high performance teams of diverse generations.

Michele's thorough research and experience has led to her passion for defining the role that generational values play in influencing the way leading organizations operate. Her expertise in corporate culture and strategic leadership help her to assess opportunities quickly.

Michele holds a BA in Business (Marketing) from the University of South Florida's College of Business in Tampa, Florida. She is a long time volunteer giving back to her institution through such roles as: President of the University of South Florida Alumni Associations National Board of Directors; Board Member of the University of South Florida's Foundation Board of Trustees; Founding Member and Current Chair of the University of South Florida's Women in Leadership and Philanthropy; and serves as a Scholar Bull for the University of South Florida Athletic Associations. Michele and her husband Randy are the parents of a millennial son Alex and reside in Lutz, Florida.