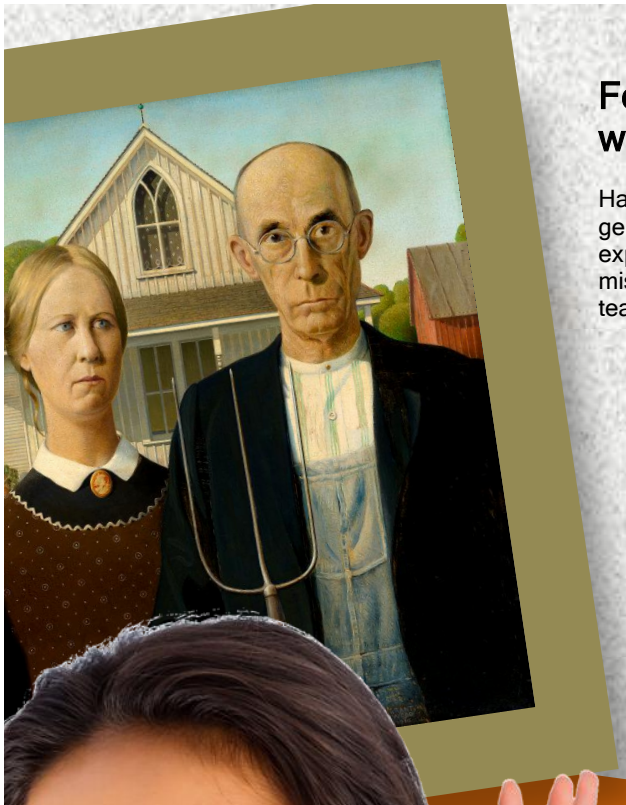
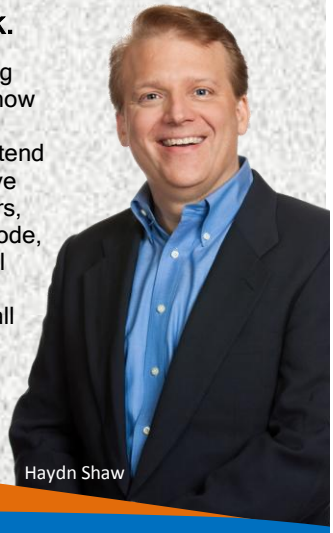


For the first time ever there are four generations working side by side in America's workplaces.

Having four generations in the workplace is revealing surprising generational differences, which popular business speaker and generational expert Haydn Shaw calls "sticking points." These sticking points lead to misunderstanding, irritation, and stereotyping that hurts results and gets teams stuck.

There's no need to remain stuck.

In this full-day program, Haydn Shaw, using humor and pointed examples, shows you how to apply a five-step process to the twelve sticking points where the four generations tend to come apart. These sticking points revolve around differing attitudes toward work hours, texting, social media, respect, and dress code, among others. This *can't-miss* program will help you understand the generational differences you encounter while teaching all of us how we can learn to speak one another's language and…
get better results together!



Haydn Shaw

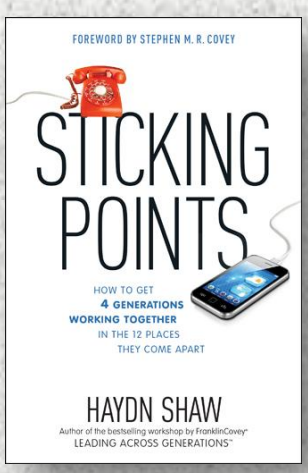
MANAGING THE GENERATIONAL MiX

5 Steps to Leading through Generational Sticking Points

Get curious about the "Whys," not stuck in the Whats."

Focus on the business necessities, not your generational preferences.

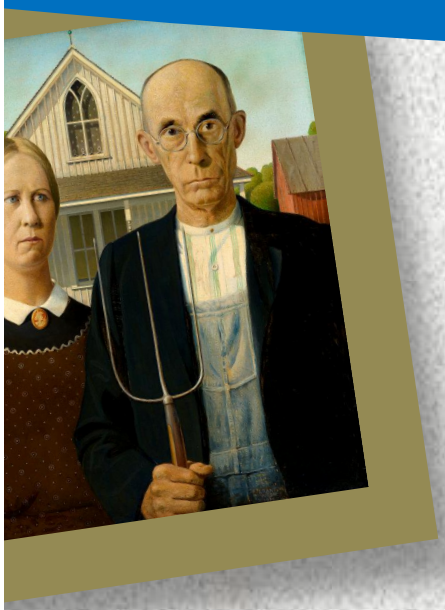
Each participant will receive a copy of Haydn Shaw's new book to use as a learning resource during and after the program.



STATE OF MISSOURI
Center FOR MANAGEMENT AND Professional Development

"We inspire current and potential leaders on their journey to excellence."

The 12 Sticking Points of Teams



1. COMMUNICATION
"Why won't they put away their phone and make eye contact?"

2. DECISION MAKING
"How many years do I have to sit here before they'll listen to me?"

3. DRESS CODE
"What's wrong with flip flops if I'm not meeting with clients?"

4. FEEDBACK
"Where will I find the time to give all the feedback they think they should have?"

5. FUN AT WORK
"When did work have to be fun?"

6. KNOWLEDGE TRANSFER
"How do we get the know-how to the next generation when nobody writes it down? Can we get FAQs?"

7. MEETINGS
"Why can't we send an email and stop with the report-outs and icebreakers at the meetings?"

8. POLICIES
"How can we hope to come up with a policy that doesn't make some generation mad?"

9. RESPECT
"Why don't these younger employees think they have to pay their dues before they start telling people what they think?"

10. TRAINING
"How do we keep four generations engaged in training?"

11. WORK ETHIC
"Do they really think I'm going to put my life on hold and work late every week?"

12. LOYALTY
"Why don't people stay around anymore?"

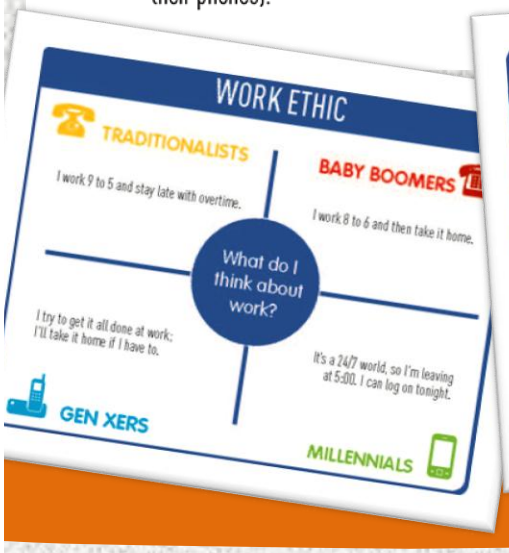
CAN WE GET BEYOND THE TOP 4 GENERATIONAL MYTHS?

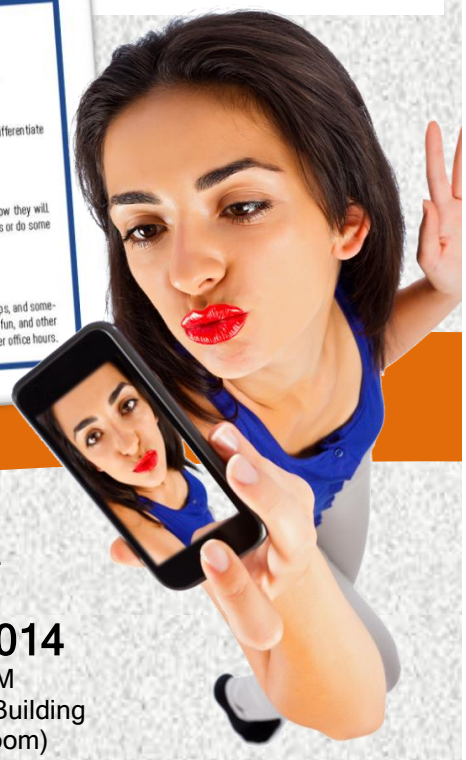
TRADITIONALISTS
BORN BEFORE 1945
MYTH: "They think they know it all. They're impossible to manage (and can't work their phones)."

BABY BOOMERS
BORN 1946-1964
MYTH: "They will retire soon, and then we won't need all these meetings"

GEN XERS
BORN 1965-1980
MYTH: "They aren't leadership material. They'll jump ship for any offer."

MILLENNIALS
BORN 1981-2001
MYTH: "They think they're entitled. They won't pay their dues (or stop looking at their phones)."





DON'T LET YOUR TEAM GET STUCK.
LEARN HOW TO LEVERAGE GENERATIONAL DIFFERENCES.

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June 25, 2014

8:30 AM - 4:30 PM
Governor Office Building
Room 450 (Ballroom)
200 Madison Street
Jefferson City
$169.00

This program addresses the competencies of Perceptiveness and Team Work