

***'Zap the Gap!'*—Appreciating Multiple Generations for an Evolving Workplace**

Professional Development Day for UMBC Faculty and Staff

Curious about ways to find balance, productivity and your sanity while working with multiple generations?

Managing today's work force can be a dilemma. Working collaboratively and efficiently are more important than ever. Because of the culture in which each generation was raised, their varying work ethics can present real challenges to managers, team leaders, and colleagues.

In this highly charged, participatory program, Meagan Johnson outlines the dominant generational forces in the workplace and how each generation's "signposts" drive motivation, and influence organizational loyalty and delivery of customer service.

Over the course of this program, Meagan will deliver a roadmap that will enable you to tackle your specific generational challenges and help you move from conflict to collaboration. You'll laugh while acquiring tools you can use immediately to improve your multi-generational relationships with students, customers, co-workers and in your everyday personal life.

In this program, you will learn how to:

- **understand Generational Signposts;**
- **identify the source of generational conflict;**
- **avoid generational stereotyping;**
- **motivate different generations effectively;**
- **be a strong multi-generational leader; and**
- **tap into the gifts of each generation.**

You will walk away with a clear understanding of the source of generational conflict, the cost of hoping it will just go away, and a clear-cut path to multi-generational productivity.

Additional participant benefit...

Meagan's session will be followed up with a Five Day Email Mini-Course. Each attendee will receive five emails from Meagan as a refresher to the information she covers in the program. This will allow everyone a chance to review the information and email questions or comments directly to Meagan.

**Sponsored by Human Resources
Also supported by the Division of Student Affairs**

**Wednesday,
November 7th, 2012
8:15 am—12:30 pm
UC Ballroom**

**Register online by
10/29/12**

**www.umbc.edu/training
Spaces are limited and pre-registration
is required.**

Meagan Johnson, C.S.P.

***Bright, Funny, Delightfully Obnoxious
'Generational Humorist'***



Talkin' 'Bout My Generation...!!

Current US Generations Living Among Us

Traditionals—Born before 1945

Baby Boomers—Born between 1946-1964

Generation X—Born between 1965-1980

Generation Y—Born between 1981-1995

Linksters—Born after 1996

*What generation are you?
What generations are your
colleagues and students?*

Past participants have said...

"Fantastic presentation. Your breakdown of the generations was dead on. This helps me to better understand co-workers, and my kids as well!"

"This program should be part of any organization's curriculum that has a multi-generational workforce. What a great way to reduce conflict, promote teamwork and increase performance!"

"The best we have ever had. I have already used the techniques Meagan shared and they worked; we had the best quarterly managers meeting in over 20 years. You were the perfect miracle cure for some of the doldrums we are experiencing."

"Meagan presented on embracing a multigenerational workforce, as that is one of our greatest challenges throughout Utah's long-term care profession, and she totally nailed the topic. She received some of the highest evaluations that any speaker has ever received from our members - and they can be a tough crowd!"

About our Presenter—Meagan Johnson

Meagan is known as the Generational Humorist. Since 1997 she has entertained and educated thousands of audience members from all over the globe. She is the co-author of the best selling book *Generations Inc. From Boomers to Linksters, Managing the Friction Between Generations at Work*. She has been quoted in The Chicago Tribune, CNNMoney.com, US News & World Report and many other publications. Her clients include: California State University, California Institute of Technology, Harley-Davidson Motor CO, Dairy Queen, Burger King, American Express, Pepsi CO, Cadillac, The C.I.A. and Bubba Gump Shrimp Company.

Meagan lives in Phoenix Arizona with four dogs that have a total of 15 legs. You do the math!

Books, CDs, and T-shirts will be sold after the program at a reduced price. Cash, checks, and credit cards will be accepted.

