

DATE: September 11, 2008
TIME: 9:00 a.m - 4:00 p.m.
(Lunch is included)
FEE: \$199 or \$189 if paid by
August 30, 2008
(Call for discounts of groups
of four or more.)
PLACE: Courtyard by Marriott
1720 Sisk Road
Modesto, CA
209-577-3825

**“65% of respondents stated
that generational issues make
it difficult to get things done
at work.”**

BridgeWorks Survey

The Generational Connection: Bridging the Gaps

One Day Workshop

Just a few powerful skills you will learn:

- ◆ How generational differences cause miscommunication
- ◆ Distinguish how values, cultural influences, work styles and career expectations influence communicating to different generations
- ◆ Examine what shaped the formative years of each generation and how this affects your work environment daily
- ◆ Identify who the generations are, what shaped them and why that is important to you
- ◆ Recognize “generation” hot buttons
- ◆ Explore what creates the generational gaps and how to bridge them
- ◆ Adapt your sales approach to meet the needs of different generations for your competitive edge

Set yourself apart from your competition with these tools, skills and information to bridge the communication gaps and increase productivity. Laugh, learn and have fun as you explore how four generations run into, over and through each other every day as we embrace our generational differences in the workplace.

FOR MORE
INFORMATION CALL
TOLL FREE
866-580-1011



What people are saying:

“Should be a workshop for Admissions Department and sales team. Worth Every Dime!!”

Ada Gerard, President
Heald College, Rancho Cordova

“...educational, interesting, interactive while reviewing generational trends and traits important to each era. As the Director of Human Resources, I now have a foundation of communication styles I can apply with all ages in and out of the workplace. I look forward to attending future workshops offered by Harris Leadership Development.”

Karen DePrater, Director
Human Resources
S. J. County Office of Education

“As a manager of an office with several generations, I am now more aware of the different characteristics of each generation. Since the seminar, I try not to analyze anymore and I’m much more accepting of different generations. Great information in a fun environment!”

Elizabeth Aguire, CMC
City Clerk, City of Galt

115 W. Walnut Street, Ste 2 Lodi, CA 95240 www.HarrisLeadershipDevelopment.com