

# LEADERSHIP & MANAGEMENT

QNET presents:

## Managing Four Generations in the Workplace: Veterans, Baby Boomers, Generation X and the Net Generation

Wednesday, April 11, 2012 – 8:15 a.m. to 4:15 p.m.

Location: QNET (Note: NEW address – Suite 660, 175 Hargrave Street, Winnipeg)

For the first time in history, there are four generations working side-by-side in the workplace. They've each been raised in dramatically different times in Canadian history. As a result, their attitudes toward work, leisure time and how time on-the-job should be spent are all different from one another. Each of the four generations at work presents unique challenges to leaders, managers and coaches in any organization. Learn how to understand and manage each generation uniquely.

At the end of this workshop, you should be able to:

- understand what is a "generation";
- identify the four generations in today's workforce;
- recognize your personal generation;
- have an awareness of the qualities of each generation;
- understand the unique history of each generation;
- recognize the approach that each generation takes toward work;
- recruit, develop and promote members of each generation;
- recognize and resolve generational conflicts;
- value generational diversity.

This workshop is for managers, supervisors, team leaders, human resource professionals, and staff working in age diverse workforces.

**Facilitator: Priti Shah** is a lawyer, mediator, arbitrator, investigator and facilitator and operates *PRAXIS Conflict Consulting*. Priti has conducted more than 160 mediation sessions and is trained as a Human Rights Investigator to deal with complaints of harassment or discrimination. In addition to equality, diversity and harassment, Priti trains in the areas of effective communication, conflict resolution, negotiation and mediation skills, and board development. In 2005, Priti was awarded the Woman Entrepreneur of the Year Award for Contribution to Community from the Women Business Owners of Manitoba.

This workshop is an optional course in the **QNET Certificate in Management Development (CMD)** and is eligible for credit in the **CAM:OE (Certificate in Applied Management: Organizational Effectiveness)** in partnership with the University of Manitoba Continuing Education.

This session is presented in partnership with Industry Workforce Development, Manitoba Entrepreneurship Training and Trade

**REGISTER NOW** - Fax this form to (204) 949-4990 or register online at [www.qnet.ca](http://www.qnet.ca)

Fee:  \$349.00 + GST for QNET Members  \$419.00 + GST for Non-Members

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ City \_\_\_\_\_

Ph \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

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Participants will receive location and final details by email approximately 3 business days prior to session. Please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply. Replacement participants are accepted at anytime. Invoices will be sent for non-attendance.

G.S.T. Reg # 899755334RT.



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