

MANAGEMENT TOPICS	Description
Bridging Four Generations Workforce	For the first time in history, today’s work force contains four different generations. From the World War II Generation (in their 70s) to Generation Y (in their 20s), our day-to-day interactions and work mentality can lead to frustration and unnecessary rifts in the workplace. These challenges can often cause significant gaps in communicating instructions, safety, priorities, customer service standards, etc. This workshop offers a genuine look at understanding behaviors and identifying techniques for effectively managing multiple generations. We will focus on building skills and resources for addressing communication complexities in an ever-changing world, including intention vs. interpretation challenges.
Typewriters to Texting: Generational Communication Style: Benefits and Pitfalls	From typewriters and face-to-face meetings, to texting and Facebook messaging, the generational changes in the workforce have opened up a wide array of communication methods and challenges. Each organization will need to eventually adjust to these changes, and adopt new policies and practices. We will discuss some of the real benefits, and significant pitfalls of communicating in a rapidly changing culture.
Supervisor Skills: Managing and Motivating Employees	The Supervisors Skills workshop designed to assist supervisors in identifying individual techniques and resources for effectively managing and motivating staff. As part of the workshop, we will provide key publications that will serve as a resource and tool kit for assisting supervisors in addressing critical situations that arise in managing staff.
Designing and Delivering Effective and Enjoyable Presentations	The choices are virtually unlimited when it comes to designing presentations, but knowing what really works for the topic and audience can make all the difference. In this workshop, we will discuss the keys for organizing presentations points, creating visually stunning presentations, importance of body language, and introduce effective techniques that will result in clear and persuasive presentations.
Balancing Customer Service and Safety	Most organizations have responsibilities for providing a level of personnel and public safety, while simultaneously providing respectful customer service. In certain settings, these two responsibilities can conflict, and the ability to maintain an effective balance can be critical. We will examine multiple facets of how to interact with the public & customers to increase safety, as well as, foster a positive experience. Our discussions will include managing citizen complaints, security screenings, phone courtesy, threats, non-verbal communication & cultural biases.
MOST TOPICS ARE OFFERED AT VARIOUS LEVELS AND LENGTH,	TYPICAL LENGTHS ARE AS FOLLOWS: <u>Introduction Level:</u> 1 to 2 Hours <u>Application Level:</u> Half Day (approximately 3 hours) <u>Advanced Level:</u> Full Day (approximately 6 hours)