

**Facing the Challenges of the Generations at Work**  
**Audio Teleconference/Webcast**  
**Recorded December 5, 2005**

**Workshop Overview**

Agencies are either blessed or cursed by having the four generations in today's workplace—blessed with the range of perspectives and experience, cursed with the apparent clash of values and work ethics. What are the characteristics of each generation in today's workplace? How can the talents and gifts of this rich and diverse workforce be harnessed? Are the workplace needs of each generation really so different? This program will explore these issues as well as ideas for helping the workplace be one that not only attracts the best workers, but keeps workers—in as much harmony as possible. Challenge yourself to find out about the generations other than yours—and you'll find yourself enriched!

Upon completion of this training participants will be able to:

- Identify the importance of addressing the challenges of four generations at work;
- Describe the characteristics of each of the four generations in today's workforce and what makes them unique;
- Learn the impact of an organization's culture on multi-generational issues; and
- Apply knowledge about the strengths of each generation to building a better workplace.