



Los Angeles

THE INSTITUTE FOR MANAGEMENT STUDIES, 6580 S McCarran Blvd., Suite B, Reno, NV 89509

SUBJECT	LEVERAGING THE POWER OF THE MULTI-GENERATIONAL WORKFORCE		
FACULTY	DR. DELORESE AMBROSE		
LOCATION	Millennium Biltmore Hotel 506 S Grand Avenue, Los Angeles, CA 90071 (213) 624-1011	DATE	Thursday, July 16, 2009
		REGISTRATION	8:30 AM
		SESSION	9:00 AM - 4:00 PM

TIME TOPICS

5%	Why generational awareness is important in today's workplace: at look at such issues as employee mobility, career and succession planning, knowledge transfer, workforce resilience, the role of technology, and changing values and expectations intergenerationally.
10%	The four generations currently at work, how each differs from the others, and the unique perspective each brings to our workplaces.
20%	How age-diversity is driving new employer/employee expectations, the implications for leading, managing and working together on teams, and what we can all do to better manage these expectations for high performance.
15%	How generational differences interact with other dimensions of diversity such as job role, gender, style and values to create new workplace challenges and opportunities.
20%	Hands on exercises and dialogue about participants' own preferences, values and backgrounds and how these can help or hinder effectiveness when communicating and working intergenerationally.
30%	Casework, tools and tips for leveraging generational differences in service of organizational goals, building trust, forging positive intergenerational relationships, and resolving dilemmas that result when such differences collide.

SEMINAR DESCRIPTION

Four generations—Matures, Boomers, Generation Xers and Generation Nexters—work side by side in today's workplaces. As they do, their differences in outlook, values, communication styles, career expectations, and lifestyles collide in ways that are simultaneously difficult and beneficial. This program will examine some key ways in which generations differ and how we can avoid some the 'traps' of intergenerational stereotyping as we seek to build effective working relationships. We shall explore how age-diversity is driving new employer/employee expectations and what we can do to manage these expectations, as well as how our own preferences, values, and backgrounds can help or hinder our effectiveness in communicating and working intergenerationally. Finally, participants will gain new tools and tips for leveraging generational differences in service of organization goals, building trust, forging positive intergenerational relationships, and resolving dilemmas that result when such differences collide.

FOR RESERVATIONS

Michael Alley
Phone: (310) 478-0207 Fax: (310) 479-6108 e-mail: LosAngeles@ims-online.com

FACULTY



DR. DELORESE AMBROSE has shared her inspiring messages on emerging workplace issues in conferences and seminars internationally since 1982. Founder of Ambrose Consulting & Training, LLC, a firm dedicated to personal mastery and organizational effectiveness, Dr. Ambrose provides coaching programs for clients such as Alcoa, KPMG, Brigham and Women's Hospital, and the US Treasury Department. She is author of three books: *Leadership: the Journey Inward*, *Healing the Downsized Organization* and, *Making Peace with Your Work: An Invitation to Find Meaning in the Madness*. She has also authored chapters on managing change in the health care sector for two medical textbooks: *Comprehensive Respiratory Care*, and the award-winning *Nursing Management: Principles and Practice*. She earned a Doctor of Education degree from Columbia University in 1979, and was adjunct Professor of Management at Carnegie Mellon University for eighteen years. She is currently a faculty member of the Institute of Management Studies (IMS) where she lectures throughout the U.S. and in Canada, Amsterdam, Brussels, London, Manchester, and Scotland.

GUIDE TO PARTICIPANT SELECTION

SENIOR EXECUTIVE
(Pres, Exec & Sr. VP)

EXECUTIVE
(VP & General Mgr)

SENIOR MANAGER
(Div. & Reg. Mgrs)

MIDDLE MANAGER
& SUPERINTENDENTS

3	3	3	3	3	3	3	3	3	3	3	3	3	3
2	3	3	3	2	3	2	2	3	3	3	3	3	3
1	1	2	1	1	1	1	1	1	1	1	1	1	1
1	1	2	1	1	1	1	1	1	1	1	1	1	1
Admin	Distrib	Engr	Finc	H.R.	Legal	Mktng	IT	Ops	Ping	Pchsg	R&D	Sales	

APPLICABILITY

"1" indicates primary target audience

"2" indicates a good fit if the level of material is appropriate

"3" indicates (in the opinion of the Institute and faculty) limited applicability.

FOCUS

PRIMARY

LEADERSHIP DEVELOPMENT:

Communication, Empathy, Interpersonal Relations, Motivation

SECONDARY

EXECUTING/CONTROLLING/EVALUATING:

Use of Authority, Delegation, Direction, Coordination, Guidance, Discipline, Meeting Schedules

TERTIARY

PLANNING/ORGANIZING:

Problem Identification, Evaluating Alternative Solutions

LEVEL

Introductory Intermediate Advanced