

Mass Workforce Issuance

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☐ Policy

☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: December 2, 2016

Subject: **Mastering Multi-Generational Communication in the Workplace Webinar**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of a training sponsored by the National Association of Workforce Development Professionals – [*Mastering Multi-Generational Communication in the Workplace*](#) webinar scheduled for Thursday, December 15th from 3:00pm – 4:00pm.

Background: In today's workplace, there are four generations working along-side each other, all with their own distinct communication characteristics. Understanding the differences and similarities is key to building a successful and productive team.

Acknowledgement of differences in values, work style, cultural influences and career expectations can help individuals move beyond generational stereotypes and create an environment of inter-generational respect. Attendees will:

- Gain an understanding of the diverse difference between different generations
- Uncover the specific communication characteristics found in each generation
- Improve their ability to help businesses understand the importance of tailored generational communication

These techniques can help develop and retain a workforce while building a successful multi-generational communication strategy that can lead to a more productive work environment.

Action

Requested: Please disseminate this information and assure that all staff is aware of this information.