In the modern workplace we are seeing something we never have before – up to five distinct generational groups working together at the same time.

The resulting dynamic creates a unique set of challenges for managers. Many of these can be traced to differences in how employees from different age groups perceive the same managerial behaviors. What an older employee sees as perfectly normal a younger employee sees as disrespectful or even abusive.

What is a manager to do?
The ABCs of Managing Generation X, Y and Z puts the results of serious academic research into a two day open enrollment program. You will examine the challenges and rich rewards of managing five generations in the workplace.

Examine how each generation typically perceives and reacts to different managerial tactics. Discover how you can adjust your techniques to satisfy one group without alienating others. You’ll come away with practical tools for managing different generational groups that you can use right away.

See how the negative consequences of intergenerational differences, including conflict, performance deficits, turnover, and even lawsuits can be avoided through tactics learned in this class. Bridging generational gaps is never easy but this course provides tools to help you promote a more harmonious intergenerational workplace.

Primary program objectives of The ABCs of Managing Generation X, Y and Z
- Build your intergenerational competence
- Understand generational differences
- Manage perceptual biases
- Reduce conflict between employees of different generational groups
- Motivate employees of different generational groups

Sample program schedule:
A sample schedule for the 2 day The ABCs of Managing Generation X, Y and Z program follows. Please note, this schedule is subject to change and a more detailed agenda will be presented to enrolled participants.

<table>
<thead>
<tr>
<th>Pre-work</th>
<th>Day 1</th>
<th>Day 2</th>
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<tbody>
<tr>
<td>Select readings</td>
<td>Welcome, Introductions and Program Overview</td>
<td>Morning Session Begins 8:00 AM</td>
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<tr>
<td><strong>Morning Session</strong> Begins 8:00 AM</td>
<td>Meet the Generations</td>
<td>Resolving Intergenerational Conflicts Through Perception Management</td>
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<td></td>
<td>Cognitive and Perceptual Biases—A Primer on Workplace Psychology</td>
<td>Helping your Intergenerational Employees Understand Each Other</td>
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<td>Consequences of Generational Biases</td>
<td>Social Media and Management</td>
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<td>Building Intergenerational Competence</td>
<td>Their Perspective: Generation Y Panel</td>
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<tr>
<td>Afternoon Session Ends 7:00 PM</td>
<td>Group Experiences and Coaching</td>
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<td>Case Analysis</td>
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<td></td>
<td>Dinner with Guest Speaker</td>
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<tr>
<td>Afternoon Session Ends 2:00 PM</td>
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</tbody>
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Who should attend?
- Front line supervisors
- Mid- and upper-level managers
- HR professionals
- Legal professionals
Instructor

Paul Harvey, Ph.D.

Dr. Harvey is an Associate Professor of Management at the University of New Hampshire. He teaches the writing-intensive Introduction to Business to about 1000 undergraduate students per year at the Paul College of Business and Economics.

Dr. Harvey received his Ph.D. in Organizational Behavior from Florida State University and his MBA from SUNY-Binghamton. Before coming to UNH, he was a Financial Analyst and Corporate Recruiter. He was also co-owner and manager of a small business.

As an expert on multi-generational impact on the workplace, Harvey is frequently called upon to comment on local and national news stories. His research on generational issues is frequently published in leading journals. “Entitled to solutions: The need for research on workplace entitlement” was recently published in Journal of Organizational Behavior and “Accountability, entitlement, tenure and job satisfaction in Generation Y” was recently published in Journal of Managerial Psychology.

The Journal of Organizational Behavior, a peer reviewed academic journal published eight times a year, named Dr. Harvey as an associate editor in 2015.

To bring this program in-house as a Custom Program

Call: Dan McCarthy
Director
Executive Education
603-862-3311

As seen on TV: Dr. Paul Harvey.
Program Location, Logistics, and Fees

Location:

Managing Five Generations at Work is held at Paul College located on the University of New Hampshire’s Durham campus. State-of-the-art classrooms are equipped with executive level technology to create a positive learning environment.

Accommodations:

The program fee does not include accommodations. If you plan to stay overnight, consider Three Chimney Inn and the Holiday Inn Express, both located in Durham, and The Sheraton Harborside, in Portsmouth.

Tuition and Fees:

$1,450 /per person. Early bird discount: $1,305.

10% discount to USNH alumni (University of New Hampshire, Plymouth State University, Keene State College and Granite State College graduates)

Fees are inclusive of: All pre-work and program materials and meals during the program (breakfasts, lunches, morning and afternoon breaks and one dinner).

Registration and Cancellation Policies:

No penalty and full refunds for cancellations up to 30 days.

For detailed information, please visit: http://execed.unh.edu

Questions?

Let us help you get the most out of your educational experience:

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