

Working in a Diverse World

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Training Statement:

Workplaces are a representation of the community around us – including differences in socio-economic status, age, education, gender, and other factors. As the generational makeup of an organization gets more diverse, company leadership need to understand how generational differences in communication, expectations, etiquette, responsibility, and work ethic can impact a variety of areas on the job. During this workshop, we will explore the core components of generational differences with a focus on building relationships, diversity and inclusion, and capitalizing on each generation’s knowledge, skills, and abilities to maximize efficiency and effectiveness while anticipating and resolving conflict.

Objectives:

- Identify generational stages and related behaviors and expectations
- Examine life stages and potential impacts
- Examine career stages and potential impacts
- Identify at least 5 techniques to increase communication and understanding between generational groups
- Identify components of workplace diversity and inclusion
- List benefits of diverse workforce and healthy workplace culture
- Understand the importance of employee engagement and open communication
- List pro-active culture building techniques

Course Outline Highlights:

Generational stages

Life stages

Career stages

Effective communication components

Conflict resolution techniques

Healthy conflict vs. unhealthy conflict

Difficult conversations

Employee engagement considerations

Assertiveness

Empathy vs. sympathy

Respect

Bias and discrimination

Harrisburg Area Community College—Continuing Education

1523 N 4th Street
Harrisburg, PA 17102

Phone: 717-780-1179

Email: hblukens@hacc.edu