

P R E S E N T I N G

Managing a Multi-Generational Workforce Conference

Guest speaker: Barbara Phillips, MEd, Vice President of Learning Dynamics

This conference provides a framework for understanding the motivational factors of traditionalists, boomers, Generation X and Generation Y. Customized case studies provide managers with the opportunity to work on challenging management scenarios and allow for practical applications.

After attending this conference, participants will be able to understand, describe, and/or demonstrate the following concepts:

- Avoiding Conflict
- Communication strategies for each of the 4 generations
- Motivational factors & the triangle of motivation
- Techniques to keep staff engaged
- Concepts from the Carrot Principle
- Specific Case Studies
- Coaching types of each of the 4 generations
- Recognition and its effect on motivation
- Traits of the 4 generations



January 8, 2010

South San Francisco Conference Center

Continuing Education Units available.
(pending approval)

Presented by the San Francisco Department of Public Health Nutrition Services.



Registration Form

REGISTRATION FEE:

WIC Program Staff \$95
Non-WIC Staff \$120

Registration includes conference materials and continuing education units. Continental breakfast and lunch will be provided.

Payment in full must be received by **December 11, 2009**.
Please make checks payable to:
San Francisco General Hospital Foundation.

Sorry, we are unable to process credit cards, and purchase orders will not be accepted. **There will be no onsite registration.**

QUESTIONS?

Please contact **Maria LeClair** at (415) 575-5686 / maria.leclair@sfdph.org

LOCATION:

South San Francisco Conference Center
255 South Airport Boulevard
South San Francisco, CA 94080

Directions will be sent to you with your confirmation.

CANCELLATION:

The registration fee, **less \$50 handling fee**, will be refunded if a 2 week written cancellation notice is received by **December 24, 2009**.

No refund will be given for cancellation notices received less than two weeks from conference date.



First Name	Last Name	Credentials
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Title

Organization

Street Address	City	State	Zip Code
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E-mail

Telephone	Fax
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Lunch selection (please choose one):

Chicken or Vegetarian

Please send my *registration confirmation* via

E-mail or fax.

I will be applying for Continuing Education Units for

BSRN/LVN CHES RD/DTR

Professional License/Registration Number:

MAIL TO:

Managing a Multi-Generational
Workforce Conference
Attn: **Maria LeClair**
30 Van Ness Avenue, Suite 260
San Francisco, CA 94102

For office use only: Check #: _____ Amount: \$ _____

Conference Agenda

8:30 a.m.	Welcome, Introductions
8:35 a.m.	Multi-Generational Trivia
8:45 a.m.	Challenges Supervisors Face in Motivating Staff
9:20 a.m.	Background on Generations
10:00 a.m.	Break
10:15 a.m.	Background on Generations (continued)
11:15 a.m.	Managing Conflict among the Generations Effectively & Case Studies
12:00 p.m.	Lunch
1:00 p.m.	Motivation Concepts
1:30 p.m.	Styles of Management & Teamwork
2:00 p.m.	Coaching Self Assessment and Model
2:30 p.m.	Break
2:45 p.m.	Coaching Tips for each of the Generations
3:15 p.m.	Case Studies
4:00 p.m.	Recognition Concepts from The Carrot Principle
4:20 p.m.	Summary of Key Learnings
4:25 p.m.	Evaluations

CONTINUING EDUCATION UNITS:

Approval for Continuing Education Units are pending for the following:

- Continuing Professional Education Units for Registered Dietitians and Dietetic Technicians, have been requested from the Commission of Dietetic Registration.
- The San Francisco Department of Public Health, Community Health Education Section has been designated as a provider of continuing education. The Community Health Education Section and the San Francisco Department of Public Health has been designated as a multiple event provider of continuing education by the National Commission for Health Education Credentialing, Inc., Provider # CA0039.
- The San Francisco Department of Public Health, Community Health Education Section has been designated as a provider of continuing education. The California State Board of Registered Nursing has approved the San Francisco Department of Public Health-Community Health Education Section-Code, as a Provider of Continuing Education for Registered provider # CEP 03548.