

HARRY E. CHAMBERS, AUTHOR OF:

The Bad Attitude Survival Guide: Essential Tools for Managers.
Reading, MA: Addison Wesley Longman, 1998.

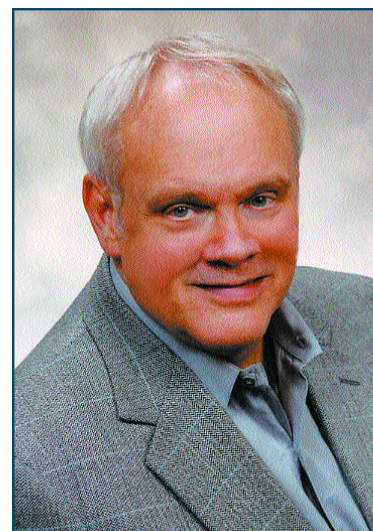
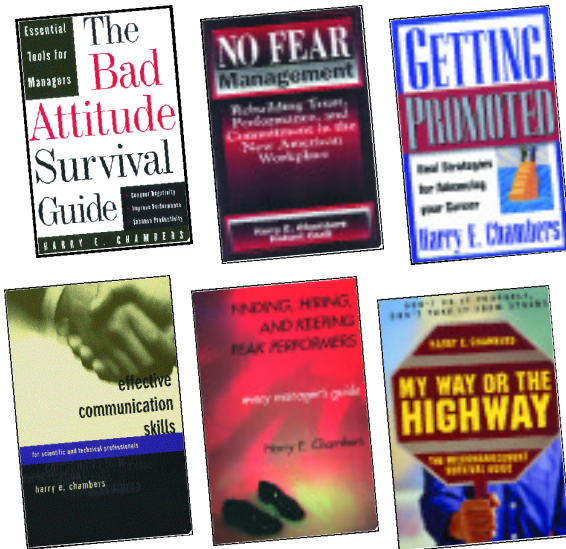
No Fear Management: Rebuilding Trust, Performance and Commitment in the New American Workplace.
Delray Beach, FL: CRC/St. Lucie Press, 1998.

Getting Promoted: Real Strategies for Advancing Your Career.
Reading, MA: Perseus Books, 1999.

Communication Skills for Scientific and Technical Professionals.
Cambridge, MA: Perseus Books, 2000.

Finding, Hiring and Keeping Peak Performers.
Cambridge, MA: Perseus Books, 2001.

My Way or the Highway: The Micromanagement Survival Guide.
San Francisco, CA: Berrett-Koehler Publishers, 2004.



Harry brings 30+ years of practical business experience to his content-rich presentations. His experience ranges from that of an hourly employee to executive officer in the sales, operations, training and administrative areas with privately held and Fortune 500 companies. He is President of the Atlanta-based training/consulting company, Trinity Solutions, Inc. and a graduate of Kent State University.

Harry has worked extensively with industry leaders such as Cingular Wireless, Pratt and Whitney, and Carrier Corporation, as well as many public sector and non-profit agencies. He is a frequent presenter at Inc. Magazine's Leadership Development conferences and his work has been featured on the web sites of CNN FN and Business Week OnLine. An award-winning author, his books have been translated into six foreign languages. His articles, excerpts, and direct quotes appear in many publications and journals, including Executive Excellence, Success and Cosmopolitan magazines. He has been interviewed on NBC's Today Show and is a frequent guest on radio talk shows discussing "Negativity in the Workplace" and "Dealing with Bad Attitudes" along with a variety of management and leadership issues.

Harry has professional relationships with the following universities:

University of Arkansas, Sam M. Walton School of Business
Boise State University, Center for Management Development
University of Georgia, Carl Vinson Institute of Government
University of Minnesota, Carlson Business Center
Southwest Missouri University, Management Development Institute

He serves on the Board of Directors for America Outdoors, the premier association for whitewater rafting companies and outfitters.

Satisfied clients include:
Tyson Foods
TEVA Pharmaceuticals
American Bankers Assoc.
Electrolux Home Products

Make-A-Wish Foundation
Georgia Hospital Assoc.
John Hopkins Medical Center
Otis Elevators

Bell South
I.B.E.W.
Centers for Disease
Control and Prevention

EFFECTIVELY MANAGING MULTIPLE GENERATIONS

From Intergenerational Conflict To Increased Commitment and Productivity

A ONE-DAY CONTENT-RICH TRAINING PROGRAM FOR:

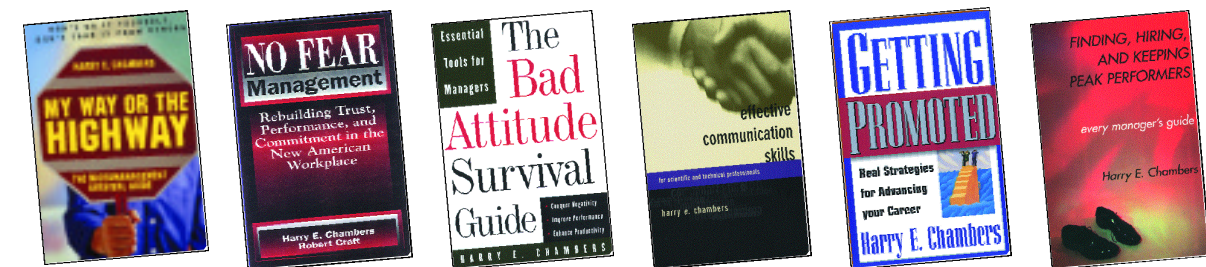
- SUPERVISORS
- TEAM LEADERS
- DEPARTMENT HEADS
- INFORMAL ORGANIZATIONAL LEADERS
- DIRECTORS
- EXECUTIVES

This interactive training session identifies the real-world differences between generations. Diagnostic guidelines are offered for identifying intergenerational conflicts, challenges and barriers. Specific strategies are presented for increased managerial effectiveness and flexibility.



This program is focused on increasing the skills of all leaders to maximize productivity from all employees. Special emphasis is placed on:

**AVOIDING THE BEHAVIORS OF MISMANAGEMENT
INCREASING EMPLOYEE RETENTION RATES
IMPROVING ORGANIZATIONAL MORALE
FOSTERING TEAMWORK AND COMMITMENT**



H. E. CHAMBERS & ASSOCIATES, PERFORMANCE IMPROVEMENT SPECIALISTS

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EFFECTIVELY MANAGING MULTIPLE GENERATIONS

PARTICIPANTS WILL LEARN:

- ◇ How to improve morale, motivation and job satisfaction for all groups of employees
- ◇ Guidelines for increasing performance, productivity and quality through the implementation of "real-world" intergenerational strategies
- ◇ To structure individual and system-wide communication for enhanced comprehension and effectiveness
- ◇ Specific techniques for avoiding the typical intergenerational leadership traps, and counterproductive managerial behaviors
- ◇ Successful methods for introducing and sustaining change initiatives with all employee age ranges
- ◇ How to effectively establish or rebuild organizational trust

THE REALITIES:

- ◇ Generations are different!
- ◇ Each generation is molded by the defining events of the generation before them and their own collective life's experiences.
- ◇ It is human nature to judge succeeding generations harshly.
- ◇ Each generation has inherent strengths and weaknesses. It is management's responsibility to maximize each group's optimum potential and contribution.

INSTRUCTIONAL METHODS:

- Instructor-led group discussions
- Interactive case study exercises
- Multiple skill practice sessions
- Group feedback

MODULE 1 - UNDERSTANDING THE GENERATIONAL DIFFERENCES

Defining the Unique Collective Personalities of Each Generation

1. The transitional "Veterans"
2. The dominant "Baby Boomers"
3. The established "Gen Xers"
4. The emerging "Y Generation"

MODULE 2 - IDENTIFY THE PRIMARY CORE VALUES OF EACH GENERATION

- ◇ Work ethic
- ◇ Motivation
- ◇ Job satisfaction
- ◇ Career expectations
- ◇ Dysfunctional and inaccurate intergenerational assumptions
- ◇ Dominant attitudes
- ◇ Commitment
- ◇ Factors of trust
- ◇ Morale influencers

MODULE 3 - EFFECTIVE MANAGERIAL COMMUNICATIONS

- ◇ Communication "hot buttons" of each generation
- ◇ Avoiding miscommunication or unintended negative messages
- ◇ Creating effective organizational communication systems
- ◇ Guidelines for 360° communication
- ◇ Eliminating the typical managerial communication traps

MODULE 4 - LEADERSHIP / MANAGEMENT STRATEGIES

- ◇ The dominant leadership styles of each generation
- ◇ How one-dimensional styles cause intergenerational conflict
- ◇ Selecting the appropriate methods for managing each generation
- ◇ Six intergenerational "commonalities" that increase job satisfaction, performance and morale
- ◇ Organizational politics and generational differences
- ◇ Effective strategies for employee growth and development
- ◇ Strategies for dealing with poor performance and disruptive behaviors

MODULE 5 - LEADERSHIP / MANAGEMENT "BEST PRACTICES"

- ◇ Balancing risk and initiative
- ◇ Intergenerational coaching
- ◇ The resolution of workplace conflict
- ◇ Understanding the role of the discipline process
- ◇ The value of mentoring relationships