

From BeBop To HipHop . . .

Managing the Generations and More!

In this humorous and content filled talk, Susan introduces you to the generations that make up the workplace today. She teaches you techniques on how to hire them, motivate them, retain them and work effectively on the same teams.

In this seminar Susan introduces you to:

- **From Bebop to HipHop: An Overview of Today's Diverse Workplace.** Bridging the generation gap begins with an understanding of markers within one's life that shapes and forms values, ideals, and work ethics. This is the first step in gaining an appreciation for others.

- **Handling Personal Prejudice.** Understanding the Law of Homogeneity and why we are attracted to people like ourselves.

- **The Top 10 Things Managers Do that Drive Their Younger Employees Crazy**

- **The 7 Requisites to Keeping the Twenty-Something On Board**

- **Changing to Today's Leadership Style:** Letting Go of Control and the barriers that make this so difficult, together with a check-up on your delegation style, listening skills, incentive programs, and performance review systems.

- **From Adversaries to Allies: Finding the Common Ground.**

- **The Best Practices by Leading Fortune 100 Companies in Bridging the Generation Gap.** What outstanding companies and highly successful managers are doing to recruit and motivate the best and the brightest of the twenty-something generation.

"Definitely kept the audience interested and involved. The success of this event made us seem brilliant. Susan, you are a fabulous speaker!"

*Le Ann Jenkins, Director
Federal Executive Board, Oklahoma*

WHO WILL BENEFIT FROM THIS PROGRAM?

- Team Leaders
- Sales Managers
- Department Heads
- Line Supervisors
- Plant Managers
- Personnel Managers
- Training Managers
- Section Bosses
- Human Resource Directors
- Group Managers
- Anyone who deals with the challenge of customer service

Susan!