



Aged & Community Services
SA & NT Inc



DALE CARNEGIE®
TRAINING

Managing Across Generations

Date: Tuesday 24 November 2009

Time: 9.00 am–4.30 pm

Venue: ACS Training Room, 246 Glen Osmond Rd, Fullarton

Presented by: **Dale Carnegie Training** – a global provider of locally-delivered behavioural development programs

Designed for:

Managers, supervisors and team leaders who deal with a multi-generational workforce

Contents:

Workplaces are generational melting pots. You're probably managing Forgettens, Boomers, X'ers and Echo Boomers – all of whom have ingrained differences on important issues like company commitment, flexibility, rewards and change. As in any melting pot these differences can flair up into productivity-killing conflict or they can be blended to create an even more successful team. It's up to you.

You will learn how to:

- ◆ Understand the work ethics, characteristics, and habits of the four generations in the workforce
- ◆ Learn what makes different generations tick
- ◆ Dispel myths and misconceptions
- ◆ Create a learning environment best suited to each generation
- ◆ Identify principles for managing and coaching multi-generations
- ◆ Apply techniques that will foster consensus and collaboration among different generations
- ◆ Identify your management style and how to deal with the generation gap
- ◆ Use communication skills to enhance performance regardless of generation
- ◆ Learn the listening skills necessary to understand and motivate all generations
- ◆ Practise a tool to build positive relationships
- ◆ Earn the trust of each generation through respect
- ◆ Apply 9 ways to change behaviour without creating resentment
- ◆ Use rewards appropriate to each generation
- ◆ Resolve generational conflicts
- ◆ Develop positive cross-generation relationships



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Please complete the details below and FAX to (08) 8338 7077.

Registration fee (inc. GST)

ACS Members Single Registration \$ 297

ACS Members Multiple Registration (3 or more staff from the same organisation) \$ 275

Non Members \$ 440

Organisation: _____

Name of attendee	Position	Email	Phone	Dietary Requirements

Terms & Conditions

Bookings: Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 8338 7077. (Please note no telephone bookings will be accepted.)

Payment: An invoice will be issued upon receipt of registration and payment can be made by: **Cheque** – cheques should be made payable to ACS SA&NT and mailed to 246 Glen Osmond Road, Fullarton SA 5063 **Direct Credit** – payment can be deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624. The relevant Invoice Number must be quoted to enable identification.

Registration transfer or cancellation: Cancellation of registration can be made up to five working days before an event. Cancellations made less than five working days before an event will be charged a 50% cancellation fee. A Credit Note will be issued if the account has been paid. Full payment is due for 'no shows' except in exceptional circumstances. Transfer of a registration is permitted to a colleague within the same organisation, or another organisation that is an ACS SA&NT member. Notice must be received by ACS in writing (email, fax, mail) at least five working days before the event. A 10% administration fee will be charged if the request for transfer is received 5 or less days before an event.

Course cancellations: ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.

Please note this registration is not an invoice.

ACS SA&NT will forward a confirmation and invoice for payment upon receipt of this registration.