

Registration Form

Deadline April 9

Multiple Generations at Work

Name: _____

Title: _____

Agency: _____

Address: _____

Cty/St/Zip: _____

Phone: (____) _____

Fax: (____) _____

Email: _____

Federal ID # _____

Special accommodations needed due to a disability:

Registration Fee: \$55.00 (*lunch is not included*)

Late Registration Fee: \$65.00 (*after 4/9/10*)

Purchase Order Attached: # _____

\$ _____

Make checks payable to **City of Columbus**, &
mail with registration form to:

COAAA Training & Education
174 East Long St
Columbus OH 43215

If using a purchase order, please attach a copy to the completed registration form. Questions? Call (614) 645-7250 or 1-800-589-7277; fax (614) 645-6146. COAAA will not accept registrations over the phone or fax without a purchase order number.

Directions



★ COAAA - 174 E. Long Street

Route I-71 to the Broad Street exit. West on Broad Street to 4th Street. North on 4th Street two blocks. The Central Ohio Area Agency on Aging (COAAA) is at the corner of northbound 4th Street and eastbound Long Street.

Parking is available at a variety of lots within a two-block radius. Cost is between \$3.50 and \$8.00 for the day. Some lots require exact change. (The COAAA parking lot is for staff only.) There is **no free parking** in downtown Columbus.

A list of nearby parking locations will be mailed upon receipt of registration.

Professional Education

April 16, 2010

9:00 a.m. - 12:15 p.m.

(Registration begins at 8:30 a.m.)

Multiple Generations at Work



Challenges & Opportunities

COAAA

614-645-7250

1-800-589-7277

www.coaaa.org



choice. independence. dignity.

Purpose

The American workforce has four generations “on board” from teens to high sixties and beyond. Understanding and communicating with people from various generations can make or break our interactions with others.

Get ready for the generation emerging with different values, expectations, skills and tough challenges. Stroll through history, play the generation game, and explore strategies for turning inter-generational conflict or misunderstanding into cross-generational success.

IMPORTANT INFORMATION:

Room temperatures can be difficult to control; dressing in layers adaptable to warm and cool temperatures is recommended.

A map and directions are included in this brochure. For events at the COAAA Long Street facility, you must pay to park; there is **no free** parking downtown. The COAAA is not responsible for fees or fines.

The COAAA does not discriminate on the basis of race, color, sex, religion, sexual orientation, national origin, age or disability. If you need special accommodations due to a disability, please indicate so on the registration form.

Objectives

At the conclusion of this workshop, participants will be able to:

- Recognize key factors in understanding where each generation “is coming from”.
- Develop strategies to work together effectively.
- Design steps to draw upon each others’ skills to maximum advantage.
- Assess communication strategies to improve multi-generational communication with co-workers, colleagues & consumers.
- Develop a do-able action plan for themselves.

Continuing Education

- 3.0 Social Work Clock Hours (#RSX059002)
- 3.0 Counselor Clock Hours (#RCX109207)
- 3.0 BENHA (#118-C-10)
- 3.0 MRDD (application has been made)

The Ohio Board of Nursing accepts events approved for Counselors & Social Workers for Continuing Nurse Education Contact Hours.

Speaker

Jillian Kildow earned a Master of Arts in Industrial/Organizational Psychology from Southern Illinois University and a Bachelor of Arts in Psychology from Bowling Green State University. She is a member of The Society for Human Resource Management and of the Society for Industrial and Organizational Psychology Inc.

Jill’s research has focused on employee attitudes in the workplace, with her most recent study examining the role humor plays in reducing stress when engaging in emotional labor. She works with Diversity Matters LLC and Schubert-Kravitz Associates.

REGISTRATION FEE: \$55.00

The registration fee includes coffee, tea and handouts. Lunch is not included.

Late Registration: \$65.00 (after 4/9/10)

A refund will be made only for cancellations received 5 work days prior to the event. If less than 5 days, a credit can be issued for use at another program within the next year. If notice of cancellation is not received before the date of the program, no credit can be issued.

Any checks returned will be subject to a \$15 bad check fee by the City of Columbus.