

AGENDA
*CROSS-GENERATIONAL COMMUNICATION:
BRIDGING THE GAP*

- 8:00** **Welcome and Class Introduction**
 Chapter 1: The Power of Team Cohesion in Uncertainty
 ▪ The Impact of Shifts in funding, HUD regulations,
 and operational impacts
 **Chapter 2: Understanding Generational Differences
 in the Workplace**
 ▪ Generational Age Ranges
 ▪ Generations in the Workplace Statistics
 • Learning Activity 2-1 Part 1: Assessment Checklist
 ▪ How Generations Are Shaped
 ▪ Videos Addressing Generational Descriptions and Mindsets
 ▪ The Give and Take of Collaboration
 • Learning Activity 2-1 Part 2: Assessment Checklist
- 10:15** **Break**
- 10:30** **Chapter 3: Understanding Communication Style Differences
 in the Workplace**
 ▪ Introduction to DiSC: Explain the four styles (D, i, S, C):
 core traits, communication preferences, strengths,
 potential blind spots
 ▪ Review of individual DiSC profiles
 ▪ Adapting Our Style for Effectiveness
- 12:00** **Lunch Break**

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- 1:00** **Chapter 3: Understanding Communication Style Differences in the Workplace (continued)**
- Strategies for Enhancing Workforce Communication
 - Learning Activity 3-1 Part 1: DiSC Communication Improvement Assessment
 - Learning Activity 3-1 Part 2: Discussion of Improvement Assessment
- Chapter 4: Implementing Effective Communication Strategies**
- Problem Solving Methodology
 - Case Study
 - Learning Activity 4-1 Part 1: Case Study Breakout Group
- 2:30** **Break**
- 2:45** **Chapter 4: Implementing Effective Communication Strategies (continued)**
- Learning Activity 4-1 Part 2: Case Study Solutions and Action Plan
 - Next Steps to Maintain Momentum
- 4:35 PM** **Chapter 5: Strengthening Communication and Collaboration**
- 5:00 PM** **End of Seminar**