



## How to Positively Manage Stress in a Multigenerational Workplace

### October Supervisors' Connection

#### Summary

A frequently-cited source of stress for supervisors in today's workplace is how to manage people that span an unprecedented four generations, from the loyal Veterans to the tech-savvy Millennials. This workshop focuses on how you can mindfully communicate and apply positive leadership practices such as recognition and coaching. The objective is to engage the talents – i.e., “best selves” -- of all your people, from whatever generation.

#### Workshop Takeaways

In this highly interactive workshop, you will learn how to:

- Describe work-based stressors that come from the challenge of managing multiple generations
- *Manage self*: Discuss four dimensions of energy and positive rituals to replace stress reactions
- Recognize preventative steps that you can take before and during difficult situations to renew energy
- *Manage interactions*: Recognize and practice positive leadership strategies to help you engage all generations and de-escalate stressful situations

**Date:** **Wednesday, October 18, 2017**  
**Time:** 8:00am – 10:00am  
**Cost:** \$49.00 per workshop  
**Place:** NSCC -- CTS, One Ferncroft Rd., DS106, Danvers, MA 01923

**Facilitator:** **Katherine Maloney** is an accomplished coach, group facilitator, consultant and trainer with over 25 years of experience in human resources, career coaching and organization development.

**Please Register by October 12<sup>th</sup>**

Call: **(978) 236-1240** or Fax: **(978) 236-1220** or Email: **sryan@northshore.edu**

Please complete all questions on this registration form and fax to: NSCC (978) 236-1220 or mail payment and form to: Ms. Susan Ryan, North Shore Community College, One Ferncroft Rd., Danvers, MA 01923

**Date of Birth:** Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_ (Must Include Birth Date to Register) **Gender:** Male Female  
**Last Name** \_\_\_\_\_ **First Name** \_\_\_\_\_ **Middle Initial** \_\_\_\_\_  
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Course Code	Sec.	CRN#	Course Title	Date	Time	Cost
xxx	xxx	98714	How to Positively Manage Stress	10/18/17	8am – 10am	\$49.00

Payment *MUST* accompany registration form. Please make check payable to: North Shore Community College.  
*MasterCard, Discover or Visa accepted. (circle one)*

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