

One Size Doesn't Fit All: **Understanding & Training a MultiGenerational Workforce**

Developing a training program isn't easy anymore; not if you want to support the learning styles of ALL your participants. It nearly requires enterTRAINing. After talking to 500 individuals in each of the four generations in the workplace for our book *Bridging the Generation Gap*, we found out what was best for each generation in regards to venue, instruction, and even activities. In this session, I'll share not only our research but our experiences from facilitating training cross the generations in organizations around the country and what I've learned works and doesn't work if you want to be successful.

Learning Objectives:

- Build an understanding of who the generations are and how they got the way they are
- Learn how to overcome some critical issues uncovered in our research that will impact your training programs such as work ethic and communications
- Find out what each generation expects from training programs and what the instructor can expect
- Discussion on best practices on how to engage all generations in training efforts



Presenter: Robin Throckmorton, MA, SPHR

Robin is the President and Executive HR Strategist with Strategic HR, inc., a human resources management firm located in Cincinnati, OH. Strategic HR, inc. was a winner in 2008 and 2009 of the Regional Cincinnati Chamber of Commerce Small Business Excellence 10 under 10 Award and finalist in 2010 for the Small Business Excellence Award.

Robin has been in HR for nearly 20 years with healthcare, manufacturing, service, and non-profit organizations creating solutions to help them recruit and retain the best and the brightest employees.

Robin is the co-author of *Bridging the Generations Gap*. She is a frequent speaker for professional associations and conferences on the topics of generational differences, retention, recruitment strategies, and labor trends. She is a frequent expert speaker BLR. Robin has been an adjunct faculty member of the University of Cincinnati and Xavier University. She was also recognized as an Enterprising Women of the Year Finalist.

Robin holds a BS from Purdue University in Management and a Master of Arts in Labor and Employment Relations from the University of Cincinnati. Robin is also certified as a Senior Professional Human Resources (SPHR) by the national Human Resources Certification Institute.