

## Communicating with Diverse Generations and Personalities

September 28 | 8:30am-12:00pm

Penn State DuBois | 1 College Place | DuBois

Effective communication will help resolve (or even avoid) conflict, increase job satisfaction, build a culture of trust, improve productivity, and increase employee engagement. In this training, you will learn:

- How to communicate more effectively
- How your co-worker's communication styles are shaped by their generation and personality
- How to leverage your understanding of someone else's generation and personality to better communicate with them

### Overview

- Mindset of Effective Communicators
- Basics of Effective Communication

**\$249**

*Early-bird discount available*

### Generational Diversity

- Defining each generation
- Characteristics/values of each generation
- Finding common ground – how to communicate with each generation

### Personality Types

- D.O.P.E. Personality Types
- Characteristics of each type
- Challenges of communicating with different personality types
- Finding common ground – how to communicate with different personality types

**Instructor:** Molly Reichard, Culture Development & Training Specialist, NWIRC

Molly Reichard joined NWIRC in June 2016 as Training & Events Coordinator, and after 6 years, transitioned to Culture Development & Training Specialist. She leads employee development training geared for manufacturing companies across 13 counties of northwest and north central Pennsylvania during public sessions and onsite at their facilities. Molly is a certified DDI Facilitator and the coordinator for NWIRC's Lean Together™ program.



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**For more information or to register: [www.nwirc.org/events](http://www.nwirc.org/events)  
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