



AGENDA

INTRODUCTION

Overview of course learning objectives.

FOUR GENERATIONS IN THE WORKPLACE

Recognize the perceptions, perspectives and values of the four generations currently in the workplace.

ENGAGE IN LEARNING CONVERSATIONS

A. LEARN THE THIRD STORY

Describe the difference between your story and your conversation partner's story in the same way a neutral mediator would.

B. ENSURE A PURPOSE OF MUTUAL UNDERSTANDING

Assure your conversation partner that you want to understand their perspective and that you want to listen to and respond to their needs as well.

C. LISTEN TO UNDERSTAND THE CONVERSATION PARTNER'S PERSPECTIVE

- i. Start from a stance of curiosity
- ii. Inquire to learn their perspective
- iii. Paraphrase words and feelings
- iv. Summarize the conversation
- v. Reframe any unhelpful statements

CONCLUSION

Review course content and complete form to receive professional responsibility CLE credit