

## Understanding Employee Differences

### Session # 7 – Certificate in Supervision Series

In this Session we will concentrate on four primary areas that can create challenges in the workplace for all supervisors; generational differences, diversity, resolving conflict and maintaining a respectful work environment.

**Generational differences** exist in every workplace. Understanding the unique needs of each generation can help us in how we manage the workplace. We will be reviewing the key aspects of the four major generational groups in the workplace; the silent generation, baby boomers, generation X and generation Y. We will also look at strategies that can be used to more effectively work with each group and to get each group to more effectively work with each other.

**Diversity** is about recognizing and responding effectively to the similarities and differences among all groups that make up the organization. In this section of the program we will:

- Discuss what diversity is and how it is different from EEOC or Affirmative Action.
- Describe the importance and impact that diversity has on the overall productivity of an organization.
- Understand what it means to be “culturally competent” and use that awareness to be more effective.
- Identify and implement the four steps of the F.A.I.R. Approach (Feedback, Assistance, Inclusion and Respect) as a practical way to help managers and employees understand and support the organization’s commitment to fairness.

**Conflict resolution** - There are times when conflict between employees can have a significant impact on the morale and productivity of a department or even an entire municipality. A formal conflict resolution process is one way that can be used to resolve the conflict and get employees back to working as an effective team.

In this section of the program we will review a process that can be used to successfully help two or more people in conflict resolve their issues. This step-by-step approach helps people involved in conflict move from advocacy of their position to a balanced view of the issues and movement toward strategies that will achieve a positive outcome.