



Navigating Generational Diversity in Your Workplace

August 13, 2024 • 12–1 p.m. CT

www.LeadingAgeIowa.org/Diversity

LeadingAge Iowa is partnering with LeadingAge Pennsylvania to offer this opportunity. This webinar will explore best practices for fostering intergenerational understanding and respect. Highlighting the impact of acknowledging similarities and differences among these generations, the presenters will provide an overview of how best to communicate with, supervise, and care for individuals from different generations.

In the senior living environment, it is common to work with up to six different generations. From residents who belong to the 'Greatest Generation' to direct care workers of 'Generation Z,' you may encounter many individuals from different age groups. Learning more about these generations can help you better understand and manage them.

- Review the characteristics of each generation and identify those in your workplace.
- Discover the similarities and differences of the generations and evaluate your personal communication style when dealing with different generations.
- Explore effective generational management techniques.

Event Schedule

August 13, 2024 | 12–1 p.m. CT

Who Should Attend

Any employee, from frontline workers to administrators. Appropriate for all provider types including nursing homes, assisted living programs, adult day services, and independent living programs.

Faculty

Patty Bowen, M.Ed.

Patty Bowen is the Director of Continuing Education at Penn State York. She has oversight of noncredit training programs, including the 100-hour Personal Care Home Administrator (PCHA), 15-hour Assisted Living Residence Administrator (ALR), Nursing Home Administrator (NHA), and leadership development, to name a few. She obtained her PCHA certificate, has previously worked in the personal care industry, and is a Department of Human Services (DHS) approved facilitator for various modules in the PCHA program. Ms. Bowen earned a certificate in human resources management, a bachelor's degree in applied behavioral science, and a master's degree in adult education from Penn State. She is delighted to be working for her alma mater! When not at work, you can find her at home with her husband and seven pets, five cats and two crazy dogs, or putting together small group trips to visit regional wineries and vineyards such as the Finger Lakes, Virginia, California, and elsewhere.

Continuing Education Information

Nursing Home Administrators: The event is designed to provide 1.0 contact hour, aligning with the criteria set by the Iowa Board of Examiners for Nursing Home Administrators for participants who attend the entire event. Please note that partial credit will not be granted; full attendance is required to receive contact hours or a certificate of attendance. LAI will verify electronic virtual sign-in and sign-out times before issuing certificates.

Iowa Board of Nursing Provider #67: LeadingAge Iowa is an approved provider of continuing education for nurses, accredited by the Iowa Board of Nursing (Provider No. 67). Participants who attend the event in its entirety will be eligible for 1.0 contact hour. Please note that partial credit will not be granted; you must attend the entire event to receive contact hours or a certificate of attendance. LAI will verify electronic virtual sign-in and sign-out times before issuing certificates. Evaluations for this event can be submitted directly to the Iowa Board of Nursing.

Activity Professionals: This session has been approved by the Iowa Department of Inspections & Appeals for 1.0 contact hour for Certified Activity Professionals who attend this session in its entirety. Partial credit for this session will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire session.

LAI Assisted Living Manager Recertification: Participants who attend the entire event will be eligible for 1.0 contact hour. Please note that partial credit will not be granted; full attendance is required to receive contact hours or a certificate of attendance. LAI will verify electronic virtual sign-in and sign-out times before issuing certificates.

For other long-term support and service provider professional not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. It is up to the discretion of the licensee to choose relevant sessions and self-report. Certificates of attendance will be provided for this purpose.

Registration & Other Information

Register at www.LeadingAgeIowa.org/Diversity.

LeadingAge Iowa Member	\$50
Prospective Member	\$100

What's Included

Registration fee includes digital handout, one connection to the live webinar and instructions for receiving CE credit/attendance certificate for one person. A recording of this webinar is included in the registration fee (no CE credit/attendance certificate will be awarded when viewing the recording).

Cancellation/Refund Policy

Because a recording of the webinar is included in the fee, no cancellation or refund will be granted for this webinar. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided. All cancellation and substitution requests must be emailed to Amy Huisman (ahuisman@LeadingAgeIowa.org).

Go to www.LeadingAgeIowa.org/VPCodeofConduct to view the LAI Virtual Programs Code of Conduct.

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515-440-4630 or www.LeadingAgeIowa.org