

# Leading Across Generations

## Program Overview

Patient engagement, patient safety and overall positive patient outcomes rely on effective communication, teamwork, and engagement. For the first time ever, we have five generations working side-by-side in the workforce. What does that mean for healthcare leaders, specifically nurse managers? In order to build cohesive, interdisciplinary teams and increase employee engagement levels, nurse managers must recognize the different perspectives, needs and motivators of the multigenerational workforce. Doing so allows nurse managers to identify the value each generation brings as well as effective ways to communicate and motivate across generations, to ensure high-quality, safe patient care. Incorporating current data and generational research, this interactive session focuses on understanding the unique characteristics of each generation and developing strategies to leverage the strengths of each to create a collaborative workforce.

## Program Objectives

1. Identify the nurse manager's role in leading a multigenerational workforce
2. Define the five generations in the workforce
3. Describe the unique characteristics of each generation
4. Identify at least three ways generational differences can impact teamwork, communication and engagement
5. Identify at least three strategies to effectively manage multigenerational teams on your unit for optimal patient engagement, patient safety, and overall positive patient outcomes

## About the Speaker

Lyndley O'Dell, MS is a healthcare human resources professional with experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley has experience partnering with healthcare leaders and guiding them through challenging situations as well as managing an HR team. Lyndley is passionate about building collaborative relationships and offering customized strategies to help leaders and staff achieve results. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program.

This educational activity is jointly provided by AXIS Medical Education and MHEI.



## DATE/TIME

Tuesday, June 25, 2019

8:30 AM – 12:00 PM

Registration and Continental Breakfast begin at 8:00 AM

**Part of our  
Summer Shorts  
series!**

## LOCATION

Maryland Hospital Association  
Pierson Conference Center  
6820 Deerpath Road  
Elkridge, MD 21075

## PROGRAM FEE

Early Bird MHEI Member: \$129 (Register & Pay by May 25)  
MHEI Member: \$199 (After May 25)

Non-Member: \$225

## REGISTER

To register, please visit [MHEI.org](http://MHEI.org).  
Questions? Contact Kelly Yost,  
Manager of Programs & Membership: 410.796.6239  
[kyost@mhei.org](mailto:kyost@mhei.org)

## WHO SHOULD ATTEND?

- Nurse Managers and Leaders
- Clinical and Non-Clinical Leaders, including Team Leaders, Supervisors & Coordinators



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**Accreditation Statement**

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and MHEI. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

**Credit Designation for Nursing**

AXIS Medical Education designates this continuing nursing education activity for 3.25 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

**AXIS Contact Information**

For information about the accreditation of this program please contact AXIS at 954-281-7524 or [info@axismeded.org](mailto:info@axismeded.org).

**Disclosure of Conflicts of Interest**

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Lyndley O'Dell, MS, PHR, SHRM-CP	Nothing to disclose

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner or Manager	Reported Financial Relationship
Dee Morgillo, MEd, CHCP	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose
Kelly Yost	Nothing to disclose

**Disclaimer**

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

**Americans with Disabilities Act**

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact MHEI at 410-796-6239 the meeting dates.

**Requirements for credit:**

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 pm ET July 9, 2019. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.