Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here’s why that’s an excellent idea.

**AMA Seminars offer your employee:**

- **Extensive practice in a supportive environment.** You really can’t learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.

- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What’s more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.

- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.

- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we’re not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can’t spare your employee for a training session? Take a look at our live online courses which minimize time away from work.

Either way, remember that we don’t lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2905](http://www.amanet.org/2905)
Success Skills for the Next Generation

Jumpstart your career with skills to navigate in a multigenerational workplace.

Each generation gets its very own label, from “Baby Boomer” to “Millennial.” Every individual, whether Gen X, Y or Z, has unique ways of thinking, acting and communicating—and we all bring something valuable to the table. That’s good for organizations, but those unique traits can also bring about conflicts and miscommunications. If you’re a young professional in a multigenerational workplace, you face some tough challenges. Your career success depends on how you handle them.

This course helps you understand how and why each generation thinks and communicates the way it does. Through interactive group exercises, you’ll explore the communication styles of different age groups and acquire skills and self-awareness to help you work successfully in a diverse workplace.

Take the first step to becoming a total professional who has “the right stuff” for success. You’ll also come away with a defined vision of where you want your career to go.

How You Will Benefit

- Know how generational differences affect workplace communication and productivity
- Identify your strengths and blind spots and develop improvement strategies
- Explain the 4 main communication styles and learn to connect effectively with each style
- Identify your company’s values and mission and become a recognized problem solver
- Create a vision and executable plan to manage your personal brand
- Know how to fit into a diverse workforce of older and younger generations
- Get ready to take on any role and chart your career path

What You Will Cover

- Heroic conversations: dealing with work, politics, truth and change
- Cracking the generation code: understanding the behavioral communication styles of each generation
- Explaining the behavior traits and key influences rooted within each generation
- Promoting your strengths and building your personal brand
- Recognizing and overcoming blind spots to improve communication
- Using others’ communication and thinking styles to influence and motivate them
- Identifying ways to build your executive presence
- Recognizing verbal and non-verbal cues that identify someone’s dominant behavioral traits
- Harnessing your skills and passion to find career advancement opportunities
- Analyzing when and how to give critical feedback to others
- Avoiding defensive reactions to feedback using “The Feedback Sandwich” method
- Choosing the appropriate communication delivery mode for your message
- Seeking out business mentors to help you model your career
- Creating a career vision board that charts where you want to be in five years

**Who Should Attend**

Young professionals who are individual contributors, new managers or interested in management positions.

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