



# Communicating and Collaborating Across Generations

## LIVE WEBINAR

Wednesday, August 14, 2024

9:00 am—10:30 am

### DESCRIPTION

Through this course, Communicating & Collaborating Across Generations, healthcare workers will gain knowledge of the five working generations in the workforce today, strengthening their knowledge and understanding of generational diversity. They will develop skills, through the sharing of tools and resources, that focus on improving intergenerational communication and collaboration to build stronger teams and workplaces across Health and Human Service disciplines.

**Why it matters:** As a new generation (Gen Z b. 1996-2012) enters the workforce, it is more important than ever for healthcare workers to strengthen their understanding of generational diversity, developing a new lens in which to see themselves and others in the workplace. 60% of respondents to a recent online poll stated that being part of a generation negatively influences how they're treated at work. A lack of understanding of the strengths that each generation brings to the workplace can lead to communication breakdowns, poor patient/client service delivery, low team morale, and higher employee turnover

### OBJECTIVES

*Upon completion of this course, the participant should be able to:*

1. Bolster team connection and relationship building, contributing to a positive and energizing workplace environment.
2. Recognize and use best practices to improve intergenerational workplace communication and collaboration.
3. Identify skills and techniques available to build stronger workplaces and improve overall client service delivery.
4. Discover a strengths-based view of how different generations contribute to the workforce, learning to seek new opportunities and team growth rather than insurmountable individual differences and barriers to effective teamwork.

### TARGET AUDIENCE

Counselors & Therapists, Social Workers, and any other interested healthcare professionals.

### INSTRUCTOR

Jackie Kohlhepp is the Founder & CEO of JTK Consulting, LLC, and the Co-Founder and Co-CEO of The Rez Rev, LLC, based in Summerville, SC. With a background in nonprofit leadership and talent acquisition, Jackie expertly builds innovative tools and creative content to help companies recruit and retain employees. As a mission-driven Society for Human Resources Senior Certified Professional (SHRM-SCP) and Licensed Independent Social Worker- Advanced Practice (LISW-AP), Jackie has over 13 years of experience working in the non-profit space as a social worker with a systems focus and as a talent acquisition leader in both the non-profit and for-profit business sectors. Bringing a deep knowledge of human behavior and a passion for engaging employees at all phases of the employee life cycle from hire to retire, Jackie founded her first company, JTK Consulting, LLC, advising companies on building stronger and more sustainable workplaces. Through JTK Consulting, LLC, she facilitates educational workshops on topics such as Generational Diversity, Intentional Networking, Employee Engagement & Retention, and more.

She also co-founded and co-leads a company, The Rez Rev, LLC, providing a full suite of career services to job seekers, especially emerging workers. They are on a mission to help more job seekers, regardless of their background or barriers to employment, stand out in the job market and gain access to more meaningful employment opportunities.

### CREDIT

**AHEC:** This program is approved for 0.15 CEU's (1.5 clock hours) by Pee Dee AHEC and meets SC AHEC Best Practice standards. Participants must attend 90% of the program and complete an evaluation in order to receive a certificate of attendance. No partial credit will be given.

**Counselors and Therapists:** This program is approved for 1.5 hours of continuing education credit. The South Carolina AHEC system is recognized as a permanent sponsor of continuing education by the South Carolina Board of Examiners of Licensure of Professional Counselors, Marriage and Family Therapists, and Psycho-Educational Specialists. {Provider number is #65}

**Social Workers:** Pee Dee AHEC, as part of the SC AHEC System, is an approved provider of CE for social workers. This social work program is approved for 1.5 hours of social work credit hours.

### Fee:

Consortium Member \$25 Non-consortium Member \$50

Deadline to Register: August 13, 2024

### REGISTRATION

Please visit or scan the QR code  
[www.scahec.net/learn/login](http://www.scahec.net/learn/login)

For questions, contact:  
kimberlymorris@mcleodhealth.org

