



NMRT President's Program is proud to present

Navigating the Rapids: Myths and Realities of Intergenerational Workplaces

Presented by Pat Wagner



Come join us for this informative presentation followed by the NMRT Membership Meeting

When: 6/23 Saturday 1:30-3:30

Where: JW Marriott Salon I

What do you want for your library workplace?

- ◆ New employees and longtimers meshing quickly into **productive teams**, rather than embroiled in factions and feuds?
- ◆ Compliments about **respectful behavior** among library staff and users, rather than unending lists of complaints?
- ◆ And for yourself, **a place where you can be productive and treated with civility?**



Learn why most of the new models of intergenerational conflict distort and even hide the causes of miscommunication and stress, and more importantly, **practical steps you and your colleagues can take to improve your own changing environments.**

- ◆ What can you do, whether or not you are in charge, to **help new and old employees adjust to the “perfect storm”** of changing library user expectations, shrinking resources, new demographics and rapidly morphing technology?
- ◆ How can your library **use different viewpoints of employees to improve its strategic success**—achieving its new missions and values?

Participants will be better able to **evaluate and heal conflicts**, so that their libraries are workplaces where people treat each other well and the work gets done. The goal? Your library stays on course: relevant to the changing future of the people it serves.



ABOUT THE PRESENTER:

Pat Wagner has been serving libraries since 1978 as a trainer, author and consultant. She is known for her good-humored and practical library workshops on personnel, management, leadership, strategic planning, project management and marketing. In 2006, she visited libraries and library organizations in 25 states and Canada, and is experiencing first hand the changing environments of North American libraries.