

# Managing Your Diverse Workforce

***Today we must be able to adapt to the wide variety of employee needs in order to be effective.***

**Managers** in the 21st century are noting significant change as new generations, international employees, and people of diverse backgrounds are having a dramatic impact on the workplace.

***Employee needs are changing.***

***Past experiences are different.***

And the approaches managers must take to create a productive and satisfied workforce must change as well.

Understand and improve your leadership skills.

## ***Who Should Attend:***

- Small business owners
- Team leaders
- Supervisors
- Managers

Our workshops are designed for people who supervise others. The concepts and skills taught are also relevant to all who work with people in a team environment.

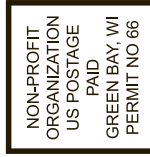
Whether you own your own business, or work in an office, at an agency, in a health care facility, or manufacturing plant, you will find the seminars applicable in your environment.

## Managing Your Diverse Workforce



Small Business Development Center 2471  
University of Wisconsin-Green Bay  
2701 Larsen Rd.  
Green Bay, WI 54303

***Connecting learning to life***



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Supervisory Leadership Certificate Program

# Managing Your Diverse Workforce

*Understand the issues of diversity to be a better leader.*

January 20 and 21, 2010

8:30AM-3:30PM

Business Assistance Center

Green Bay, WI



UNIVERSITY of WISCONSIN-GREEN BAY  
Small Business Development Center  
*Connecting learning to life*



# Managing Your Diverse Workforce

*Finding a style that adapts to the differences within your workforce is critical. Doing so may be the only way to remain competitive.*

## In this seminar, you will learn how to:

- Predict the workforce of tomorrow
- Identify barriers of difference
- Define workforce needs
- Use the five keys to flexible communication

## Instructor: Dr. Scott Dickmeyer

For almost twenty years Dr. Dickmeyer has dedicated himself to training people to be more effective communicators. In his communication and public relations work he has helped thousands of people become other-oriented communicators and effective spokespeople for their companies. He is a nationally recognized consultant and an award winning researcher. Scott is also an Associate Professor at UW-LaCrosse.

## Available at Your Site

Customized, in-house presentations of these seminars are available. Call (920) 496-2117 to discuss potential professional development and leadership options. Additional topics are available. Content will be tailored to meet your needs.

## Small Business Development Center

The UW-Green Bay Small Business Development Center (SBDC) is your business resource. We have helped thousands of entrepreneurs in the New North successfully start or grow their business. The SBDC offers a full range of business management programs and seminars year-round for both established businesses and start-up companies. Business advisors teach business owners about best business practices. An advisor shares information and expertise with business owners or managers so that they can make changes. There is no charge for these confidential services.



UNIVERSITY of WISCONSIN-GREEN BAY

Small Business Development Center  
*Connecting learning to life*

### Seminar Site

Business Assistance Center  
2701 Larsen Road, Green Bay

### Seminar Meeting Time

8:30 a.m. - 3:30 p.m.

### Seminar Date

Wednesday and Thursday, January 20 and 21, 2010

### Confirmation

Prior to the seminar, you will receive a letter with directions to the seminar site.

### Accommodations

If you need an accommodation for a disability to fully participate in this program, please call 920/496-2114 at least three weeks prior to the program.

### Cancellation/Refund

To receive a full refund, you must cancel no later than seven (7) business days prior to the start of the program. Cancellations after this time will be responsible for the full program fee.

Substitutes are welcome. Walk-ins are welcome — please call 24 hours in advance to ensure space availability. If you wish to transfer your registration to another seminar, a \$50 transfer fee is applied.

## Registration Form

Detach form and mail with payment to:

SBDC  
2701 Larsen Road  
Green Bay, WI 54303

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Personal Information

**Managing Your Diverse Workforce** **\$425**

**Three or More People from Same Organization**

Number of people: \_\_\_\_ x \$375 ea. = \$ \_\_\_\_\_

Name(s) of Participant(s) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Check or purchase order enclosed PO# (*Payable to UWGB*)

VISA     MasterCard

Credit card number: \_\_\_\_\_

Card expires: \_\_\_\_\_

Print cardholder's name: \_\_\_\_\_

Cardholder's signature: \_\_\_\_\_

Payment Information

Phone: 920-496-9010

Web: [www.uwgb.edu/sbdc](http://www.uwgb.edu/sbdc)

E-mail: [tromblec@uwgb.edu](mailto:tromblec@uwgb.edu)

Fax: 920-496-6009

Mail: SBDC  
2701 Larsen Rd.  
Green Bay, WI 54303

Contact Us