

# November 10th, 2010

Liuna Station, 360 James Street North, Hamilton, ON L8L 1H5

## Leadership and Management Program & School of Nursing **INTERPROFESSIONAL LEADERSHIP INSTITUTE PRESENTS:**

### INTERGENERATIONAL WORKPLACES AND CONFLICT: CREATING COLLABORATIVE ENVIRONMENTS

#### **LEARNING OBJECTIVES**

At the completion of the day participants will:

- Acquire a deeper understanding of the impact of an intergenerational workforce on conflict management in health care and academia.
- Gain an appreciation of the needs of an intergenerational workforce in healthcare and education.
- Learn successful strategies to effectively manage intergenerational conflict in the workplace and classroom.
- Develop a set of tools that can be applied in current environments.
- Create or renew contacts and networks with colleagues from across disciplines and organizations.



**TARGET AUDIENCE: Health Care Professionals, Academics, Leaders, Managers and Administrators**

TO REGISTER visit the CHSE Website at

**[www.fhs.mcmaster.ca/conted](http://www.fhs.mcmaster.ca/conted)**

#### **For More Information**

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Continuing Health Sciences Education  
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Email: [irvine@mcmaster.ca](mailto:irvine@mcmaster.ca)



# INTERGENERATIONAL WORKPLACES AND CONFLICT: CREATING COLLABORATIVE ENVIRONMENTS

**November 10, 2010**



07:30 - 08:30 REGISTRATION AND CONTINENTAL BREAKFAST

08:30 - 08:45 WELCOME AND GREETINGS

**Dr. Catherine Tompkins**

08:45 - 09:00 SETTING THE CONTEXT

**Dr. Colleen McKey**

09:00 - 10:00 KEYNOTE PRESENTATION

**"Social Media and the Intergenerational World: Friend or Foe?"**

**Martin Waxman, APR**

Co-Founder & Managing Partner of energi PR, Communications, Digital

Through the lens of the intergenerational workplace, this presentation highlights the realities and possibilities of social media in practice and academic settings.

The translation of this phenomena to practice is accompanied by strategies to manage this emerging reality. Participants leave the session with tips and questions to consider throughout the conference.

10:00 - 10:30 NETWORKING BREAK

10:30 - 11:30 PANEL PRESENTATION

**"We're Not in Kansas Anymore" - Drawing on Experiences in Practice and Academia**

11:30 - 12:30 **"The Role of Negotiation and Conflict: Translation to an Intergenerational Workplace"**

**Dr. Gladys Peachey**

12:30 - 13:30 LUNCH & NETWORKING

13:30 - 15:30 BREAKOUT SESSIONS

**"Creating the Toolbox" - Strategies for the Workplace and Classroom**

These highly interactive facilitated sessions will provide participants with the opportunity to apply their learning to real issues in the workplace and classroom.

\*A short break will occur during these breakout sessions.

15:30 - 15:45 **"Weaving the Web: Comments and Conversations"**

**Dr. Colleen McKey**

15:45 - 16:00 CLOSING REMARKS & EVALUATIONS

**Dr. Catherine Tompkins**

*\*Subject to change*

## Disclosure of Potential Conflicts of Interest

In keeping with accreditation guidelines, McMaster University; Continuing Health Sciences Education requires all speakers and planning committee members participating in this event to disclose any involvement with industry or other organizations that may potentially influence the presentation of the educational materials or program being offered. Disclosure may be done verbally or using a slide prior to the speaker's presentation.

## Confirmation of Registration

A written acknowledgement of your registration will be sent prior to the event should you provide CHSE with your email address. Receipts will be provided in your registrant package.

## Study Credits

As an organization accredited to sponsor Continuing Medical Education for Physicians, by both the Committee on Accreditation of Canadian Medical Schools and the Accreditation Council for Continuing Medical Education of the United States, Continuing Health Sciences Education, McMaster University designates this educational program as meeting the criteria for:

### The College of Family Physicians of Canada Mainpro-M1

This educational program meets the accreditation criteria of The College of Family Physicians of Canada, and has been accredited for **6** Mainpro-M1 credits.

### The Royal College of Physicians and Surgeons of Canada

This educational event is approved as an Accredited Group Learning Activity under Section 1 of the Framework of CPD options for the Maintenance of Certification Program of The Royal College of Physicians and Surgeons of Canada for a maximum of **6** credits per participant.

**Each physician should claim only those hours of credit that he/she actually spent in the educational activity.**

# Planning Committee

## **Dr. Colleen A. McKey, RN, PhD, CHE, FACHE, Co-Chair**

Associate Professor

Assistant Dean Academic Resources

Director, Leadership and Management Program

McMaster University, Hamilton, ON

## **Dr. Catherine Tompkins, RN, PhD, Co-Chair**

Associate Dean, Health Sciences (Nursing)

Director, School of Nursing

McMaster University, Hamilton, ON

## **Lynda Bentley-Poole, RN BScN MScN**

Assistant Professor

Teaching Professor, School of Nursing

McMaster University, Hamilton, ON

## **Dr. Nancy Carter, RN, PhD, CHSRF**

Post Doctoral Fellow

Junior Faculty

CHSRF/CIHR Chair

Program in Advanced Practice Nursing

School of Nursing

McMaster University, Hamilton, ON

## **Marcel J. R. Doré, MD**

Assistant Clinical Professor

Faculty Development & CME Coordinator

Faculty of Health Sciences

McMaster University, Hamilton, ON

## **Lucy Elliott, RN, BScN**

Director of Care, County of Grey-Rockwood

Terrace Home for the Aged

Instructor, Georgian College of

Applied Arts & Technology

Owen Sound, ON

## **Dr. Gladys Peachey, RN, MEd, MHSc, PhD**

Assistant Professor, School of Nursing & Leadership  
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McMaster University, Hamilton, ON

## **Barbara Tatalovic**

Administrator, Leadership &

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## **Janice L. Yorke, CHIM**

Manager, Health Information Management

Ajax Campus

Data Quality Coordinator

Health Information Management

EMPI Coordinator

Rouge Valley Health System

Education Consultant

Canadian Health Care Association

## **Sheilah Laffan**

Program Administrator

Continuing Health Sciences Education

Faculty of Health Sciences

McMaster University, Hamilton, ON

## Cancellation Policy

The University reserves the right to cancel a course due to insufficient registration or any circumstances that are beyond our control. Cancellations received before **October 27th, 2010** will be refunded less a 25% administrative fee.

No refunds will be issued for cancellations received after this date.

## Liability

Continuing Health Sciences Education (CHSE) hereby assumes no liability for any claims, personal injury, or damage:

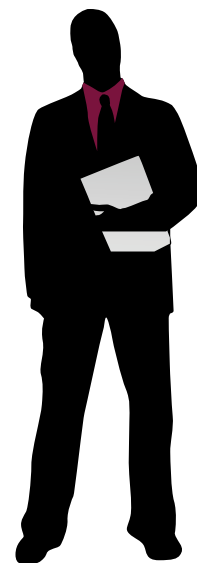
- To any individual attending this conference.
- That may result from the use of technologies, program, products and/or services at this conference.
- That may arise out of, or during this conference.

## Freedom of Information & Protection of Privacy Act

The information on this form is collected under the authority of the McMaster University Act, 1976. The information will be used for administrative purposes, including: your registration in the course; preparation of course materials for your use and to notify you of other courses or pertinent information. Financial information will be used to process applicable fees and will be retained for future reference.

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Questions regarding the collection or use of this personal information should be directed to the University Secretary, Gilmour Hall, Room 210 McMaster University.



## Directions: Liuna Station

360 James St. N., Hamilton, ON L8L 1H5 | 905 525-2410

[www.liunastation.com](http://www.liunastation.com)

### From Toronto

QEW Niagara to 403 Hamilton  
Exit on York Blvd.

Follow York Blvd. to John Street

Turn LEFT on John Street and

Continue North to Murray

Turn LEFT on Murray

LIUNA Station is on the RIGHT

### From the Escarpment

Take Upper Wentworth exit from the 'Linc'  
Go NORTH on Upper Wentworth to Fennell

Turn LEFT onto Fennell

Turn RIGHT onto Upper Wellington

Follow this down the escarpment (changes into John Street)

Follow John Street to Murray

Turn LEFT on Murray

LIUNA Station is on the RIGHT

### From Niagara Falls

QEW Toronto to Burlington Street

Follow Burlington Street (using through traffic overpasses)  
to James Street

Turn LEFT on James Street North and follow to Murray

LIUNA Station is on the LEFT

### From Brantford

403 Hamilton / Toronto

Exit on Main Street East.

Follow Main Street to John Street

Turn LEFT on John Street and continue north to Murray

Turn LEFT on Murray

LIUNA Station is on the RIGHT



