



University of Pittsburgh

School of Social Work
Child Welfare Education and Research Programs
The Pennsylvania Child Welfare Resource Center

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Dear Participant:

Welcome to *Multigenerational Differences in the Workplace!* We look forward to your participation in this remote training session. Below are some key highlights to review in preparation for your training.

This course will be delivered via Zoom by an approved Resource Center instructor and moderator.

Along with this letter you will receive:

- An email invitation to join the remote training session by Zoom
- A document titled, Remote Training Etiquette explaining requirements for participation in CWRC remote trainings
- A document titled, Zoom Remote Training Guidance to support you with joining the Zoom training

Handouts for your training session will be provided by the instructor and moderator during the training.

It is requested that you join the Zoom session 30 minutes prior to the training start time to ensure your technology is working properly to allow for your participation. To join the Zoom training session, click on the link in the email invitation. You do not need the Zoom app to join. *Multigenerational Differences in the Workplace* is a 3-hour training session.

During the remote delivery of this training, the instructor will encourage you to actively engage in the Zoom session as if you were in the training room by sharing your thoughts, asking questions, completing individual and team activities, participating in large group discussions, and entering information into the chat feature.

Here are some Zoom guidelines to ensure a positive remote training experience:

- If participating by yourself in a session, we suggest using headphones. This will help you hear better and eliminate echo and other sound issues.

- If participating in a session with your colleagues together in the same room, make sure only one computer or laptop is signed into the Zoom session to prevent echo and sounds issues.
- If possible, sit in a quiet room with the door closed.
- If there is background noise around you and you are not speaking, please mute yourself until you are ready to speak. This will prevent everyone else from hearing the background noise.
- You are expected to actively participate in all activities in the training in order to receive training credit.
- Please do not hesitate to ask questions and make contributions throughout the training day.

Please contact cwtpreg@pitt.edu with any questions or concerns.

Thank you for your continued support of the Pennsylvania Child Welfare Resource Center!

Enclosures:

Remote Training Etiquette

Zoom Remote Training Guidance