**Learning Objectives and Agenda**

**Learning Objectives**

Participants will be able to:

* + Define the supervisory role in managing diversity and creating inclusive environments in the workplace;
  + Explore work group issues related to culture; and
  + Identify methods to increase effective intercultural communication.

**Agenda**

Section I Introduction

Section II Exploring Culture and Diversity

Section III Looking at Generational Differences

Section IV Considering Diversity in the Organization

Section V Managing Employees

Section VI Connecting Diversity in the Organization

Section VII Transfer of Learning and Evaluation