



### **Generational Attitudes in the Utility Workplace**

MWWA Course: MWWA 20-011; MA Wastewater: BC-2020-3552

Do you want to learn about how to best position your utility for transitions between retiring and new employees? Do you understand what motivates new employees to work for your utility? MWWA is pleased to partner with McWane Ductile to offer this session which will provide insights into generational attitudes. Our presenter for this session, Roy Mundy PE, served full-time on the faculty of an accredited research institution which published an internationally recognized research paper on this issue. The values and attitudes of various generations that once were ordinary assumptions in society have in large measure been validated and delineated by this research project. Given these confirmations there are steps we can take to minimize the potentially conflicting value systems of people interacting within an organization, for the betterment of not only the organization but the individuals who comprise it as well.

#### Learning Objectives:

- Transfer retention of institutional knowledge from retiring employees
- Identify which reward systems motivate different generations
- Recognize the multi-tasking capabilities of millennials as an organizational resource
- Increase workforce efficiencies by identifying and utilizing the generational differences within it

This course is approved for **1.5 TCHs** (Training Contact Hours) for Massachusetts water and wastewater operators and RI Drinking Water Operators. It will be taught using the Zoom platform. Participants will need to have a reliable highspeed internet connection and computer device with both video and audio capability. Please review our Student Expectations for Attending Virtual Training at [www.masswaterworks.org/education](http://www.masswaterworks.org/education).

**LOCATION:** Remote Training via Zoom  
**DATE:** Tuesday, December 15, 2020  
**TIME:** 8:30 – 10:45 AM  
**COST:** \$40 Members; \$65 Nonmembers  
**INSTRUCTOR:** Roy Mundy, McWane Ductile

<b>AGENDA</b>	8:30 – 8:45 AM	<b>Course Overview &amp; Introductions</b>
	8:45 – 9:00 AM	<b>Research Background and Cohorts</b>
	9:00 - 9:45 AM	<b>Discussion of Research Findings on Traits and Values</b>
	9:45 – 10:00 AM	<b>Break</b>
	10:00 – 10:15 AM	<b>Recommendations Resulting from Research Findings</b>
	10:15 – 10:30 AM	<b>Q &amp; A</b>
	10:30 – 10:45 AM	<b>Assessment &amp; Course Evaluations</b>

**Registrations must be done on-line ([www.masswaterworks.org](http://www.masswaterworks.org)).** If you need registration assistance, please email [adminmwwa@masswaterworks.org](mailto:adminmwwa@masswaterworks.org) or call 978-263-1388.

**ATTENDANCE & TCH POLICY:** Participation of the attendees will be confirmed throughout the Zoom session. Participation and completion of an online evaluation form and assessment are necessary to be eligible for TCHs. TCHs will be issued only when full payment is received.