

Milwaukee Center for Independence (MCFI)



Challenge: Milwaukee Center For Independence (MCFI) engaged Icarus Consulting in late 2016 to provide generational training to all 2,000 employees. With a workforce including ages 18 to 72, MCFI had five distinct generations interacting daily in one workplace.

Action: Icarus developed and deployed a comprehensive train-the-trainer program for MCFI. Built on similar training Icarus had conducted previously with Secura Insurance, Theda Health Care, and others. The approach included a pre-session 'Gen Q' assessment to measure participants' generational aptitude, as well as materials and training for in-house trainers, onsite in-person training, and access to online videos and other course materials for all participants.

Results: Less than a year later, the generational training program was up and running, and MCFI planned for all employees to complete it over the next few years. Icarus remains actively engaged in providing updates and additional materials as needed.

WE LOOK FORWARD TO HEARING FROM YOU

More information can be found on our web site: www.icarusconsult.net



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