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# PHILADELPHIA BUSINESS JOURNAL

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Polio Colleague **CATHY LITTLEFIELD** takes on the hot topic of how to manage the multi-generational workplace. Go to [pbj.com](#)

## Millennials and Boomers in the same workplace! How we can all get along

Jul 2, 2015, 4:54pm EDT

**Cathy M. Littlefield**  
Guest Columnist

Today, more families are forced to function with multiple generations living under one roof than ever before; likewise, for the first time in history we are faced with four generations in one work force. One way or another, perhaps out of necessity, families make it work. So why, then, is the notion of multiple generations in the workplace a challenge for some managers? If we take a page from the relationship play book for many households, we may see that similar approaches could help organizations capitalize on the inevitable diversity.

Interestingly, the Millennials are the same age as the grandchildren of the Baby Boomers so to imagine working alongside your grandparent or grandchild may help put the workplace generational divide into perspective. While the age gap can cause issues, whether you are in a position sandwiched between Baby Boomers and Millennials, or you are on either end of the spectrum, your approach to leadership is what will make or break the age divide within your organization.

First, lead by example and practice inclusion. How do you want your organization to run? How do you want your employees to perceive your leadership skills? Chances are good that you want a smooth-running organization where employees feel respected, regarded, and valued. As the leader and manager, you have the power to set the tone. It is critical that Baby Boomers do not perceive you as favoring Millennials, and vice versa. Impartiality is essential, as is emulating the behavior you expect. Do not ridicule the younger generation by implying that they are less loyal, less disciplined, or less focused. At the same time, do not assume the older generation is set in their ways and just biding their time until "real" retirement. At a time of challenge and frustration, each generation is going to look to you. Show respect for all employees, regardless of age. Emphasize that all employees are important to the organization and that without teamwork, the organization will falter. As the leader, you need to ensure that each employee's efforts are valued, strengths maximized, and weakness minimized. An amicable workplace resides on your ability to foster relationships between the various generations.



## Many Unanswered Questions 2 Months Before Pope Francis' Visit, But Details Coming

By Vince Lattanzio



Pope Francis delivers his speech in the Synod Hall during a conference on Modern Slavery and Climate Change at the Vatican, Tuesday, July 21, 2015. Dozens of environmentally friendly mayors from around the world are meeting at the Vatican this week to bask in the star power of eco-Pope Francis and commit to reducing global warming and helping the urban poor deal with its effects. (AP Photo/Gregorio Borgia)

In a mere two months, Pope Francis and some 1.5 million pilgrims will arrive in Philadelphia for the largest event in the city's modern history. The visit is being billed as a historic exploit that will be a boom for Philly's global clout and economy.

But as close as the pope's plane is to touching down at Philadelphia International Airport on September 26, Philadelphians remain in the dark about how the event will really affect their lives.

- **What We Know About the Papal Visit**

Questions posed to organizers and local and federal officials about closures, security, parking, access to basic services and even where the pontiff's public motorcade will be traveling have been met — for months — with responses of 'no comment.'

Wondering how much of Center City will be inside a fence or security perimeter? Keep pondering because officials won't talk about it.

- **Despite Latino Pope, U.S. Hispanics Drawn to Evangelicalism**

What highways and streets should you avoid that weekend? No idea! — officials haven't provided a list.

Work downtown and want to know if your bus will take you anywhere close to your normal stop? Want on, because while SEPTA has said some buses will have truncated routes, the lack of a public security plan leaves final destinations in the air. The only real thing we know is you might walk for miles.

- **Escaped Pa. Inmate Kills Woman: Police**

"It's very frustrating for locals trying to figure out how to get around during this special visit," Ann Zeuke wrote on the NBC10 Facebook page. A student who travels to Philly from Bucks County for school, Zeuke said she's nervous about getting around.

Citizens aren't the only ones wanting answers. The Philly Police union, Fraternal Order of Police: Lodge 5, hasn't been able to find out how the city expects to get officers to the events. Will it be a train? A bus? They don't know.

- **Car in Crash Killing Teen Girls, Man Was Speeding: Police**

"We haven't been notified on anything and we've been trying to get information for our members and have been getting the door slammed in our face," said FOP President John McNesby.

When will the answers come and the wild rumors subside? In two weeks, according to the Mayor's Office.

- **Woman Drove Getaway Car for Grandson in N.J. Burglary**

City officials will begin holding weekly public briefings starting the first week of August to provide plans about the event.

So why has it taken so long to get information out there? City officials and organizers say while planning is ongoing, they're at the mercy of the U.S. Secret Service when it comes to security matters. The secret service doesn't typically announce details (albeit limited ones pertinent to the public) until three weeks before an event.

- **Vandals Topple More Than 100 Headstones at Jewish Cemetery**

"If you give the game plan to the bad guys, essentially you are giving away the playbook of what's going to occur that day," said Robert Brzenchek, Assistant Professor and Program Manager of Criminal Justice Studies at Pierce College.

Brzenchek is a former Navy intelligence analyst, consultant and defense contractor who has attended law enforcement briefings about the visit. He says a presidential inauguration is on the same scale as the papal visit and that plans change often and officials would rather be sure about final details before releasing them publicly.

- **Main Line Dad Sticks Newborn Under Couch While He Sleeps: Police**

"They want to err on the side of caution," he said. "Because that will cause mass hysteria as if [it looks like] law enforcement doesn't know what they're doing." Until August (and beyond), pack your patience.

- **Satisfaction With Living in New Jersey Hits 35-Year Low**



## How Will Theaters Respond to This Most Recent Act of Violence?

NBC10 security expert Bob Brzenchek gives analysis on recent shooting at a movie theater in Louisiana.

By NBC10 Chris Cato | Jul 24, 2015



## Security Expert Talks About Customer Safety At Movie Theaters

The recent Louisiana movie theater shooting is sparking conversations about security. NBC10's Security expert Bob Brzenchek gives his insight.

By NBC10 | Jul 24, 2015





## Two-Hour Police Chase Reviewed by Local Law Enforcement

A police chase that lasted nearly two hours is now being analyzed. NBC10's Doug Shimell spoke to law enforcement experts about what went right and what went wrong during the pursuit.

By NBC10 - Doug Shimell | Jul 28, 2015



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## FOR ADULT LEARNERS: ONLINE, IN THE CLASSROOM, MAYBE A MIX? IT'S THE STUDENT'S CHOICE

Peirce College's curriculum is geared toward adult learners who can't always make it to class.

To accommodate its students' other commitments, Peirce now allows them to select whether they'll attend class in-person or online on a week-by-week basis. There is no minimum for how much a student must attend a class on each platform, so theoretically a student may pass without ever meeting his or her professor.

"This puts that flexibility in each course and allows students to plan ahead and respond to those life events that happen to them spontaneously," said Rita Toliver-Roberts, Peirce's vice president of academic development.

Right now, the option is only available for some IT, health and graduate courses. But Toliver-Rob-



Rita Toliver-Roberts

erts said Peirce plans to make the option available for all of its classes by September 2016. This fall, it will officially roll out with four degree programs.

Attendance rates – this counts online and in-person – have gone up since the implementation of the program, and Toliver-Roberts said student satisfaction is high.

"They like the opportunity to choose," she said. "They can jump into virtual rooms or chat sessions, interacting with our faculty members in different ways."

Grades have gone up, too. "Based on the market's needs, it is clearly time to take this flexibility to the next level, she said."



PEIRCE COLLEGE

Two Peirce College students, with academic adviser Mariesa Hinchey, decided it was a good day for them to attend class.



PROMOTION | EDUCATION JULY 28, 2015

## Uva Coles

Vice President of Institutional Advancement and Strategic Partnerships at Peirce College

In this role, she oversees the college's focus on building strong relationships with employers in the Philadelphia region as well as the institution's fundraising initiatives and alumni network.

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PROMOTION | EDUCATION JULY 28, 2015

## Brad Hodge

Vice President of Student Services and Retention Management at Peirce College

Hodge will manage the College's academic advising, student financial services and student support services, with specific focus on student success and degree completion.

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NEW HIRE | EDUCATION JULY 30, 2015

## Elizabeth Krapp

Vice President of Finance and Administration at Peirce College

Krapp will have direct oversight for the college's finances as well as information technology and auxiliary services. She will play a key role in directing the financial, technology and facilities components supporting implementation of the new strategic plan.



NEW HIRE | EDUCATION JULY 30, 2015

## Malik Brown

Assistant Vice President of Employer Relations at Peirce College

In this newly created role, Brown brings his experience in workforce development and talent management to further the College's partnerships with regional employers.