



MANAGING A MULTI - GENERATIONAL WORKFORCE

Objective

Leaders today are facing the most complicated workforce in the history. For the first time ever, four generations are working side-by-side, each at different life stages and each with conflicting perspectives, expectations and needs.

The members of each of these groups – the Traditionalists, Baby Boomers, Generation X and Generation Y – have largely been shaped by the social and economic events that have occurred during their lifetimes and each group has very different perspectives and expectations as they relate to jobs and leaders. There are many challenges in managing generational differences as each group has distinct views and opinions on authority, work ethic, family, communication, incentives and leadership.

By the end of the training, participants will be able to:

- Understand the defining characteristics of the four generations in the workforce
- Recognise issues that may influence generational differences
- Gain practical tips for working successfully in a multigenerational workforce

Summary of content

- What defines each generation
- How the convergence of youth, aging workers and technology is changing the way employers do business.
- Generational Clash Points in the workplace
- Finding common ground among different generations
- Communicating across generations
- Developing employees
- Changing your management style to fit different generations
- Tips and motivators to work successfully with each other

Structure

This training consist of a combination of theory, individual and group activities and case studies. We facilitate in an entertaining, simple and effective way by using different didactic forms, metaphors and situations of everyday to help people to reinforce the new work habits and minimize the tendency to regress.

Recommended participants

Suitable for anyone interested in increasing their collaboration with different generations. It benefits employees at all levels of the organisation.