

BRIDGING FOUR GENERATIONS IN THE WORKPLACE



Program Description

Background:

- According to the most recent studies the current generational gap is the largest since the 1960's
- Differences in communication styles, technology and other elements can create an unnecessary rift between employees and employers
- This is the first time in history that we have four generations in the workforce
- Younger and older generations both need to know the underlying causes of these rifts to be able to understand the differences and learn the appropriate methods to adapt to various generations

Objectives:

- Identify the distinguishing events and influences that affected the past four generations
- State the primary causes for the characteristic behaviors of each generation
- Interpret generational behaviors and reinforce cross generational communication

Instructors Qualifications:

- Cross-generational trainers with over a two-decade difference in age.
- Each with at least 5 years of cross generational expertise

Outcomes:

- Bring participants together to obtain a mutual understanding and respect for generational differences and reach a more harmonious work environment

Class Essentials:

- Class size limited to 75

Session Design

Workshop Includes:

- Define the four generations and the various terms used to describe them
- Cover the major influences and value systems of each generation
- Discuss each generations motivation for work and their expectations from work
- Generational gaps and perspectives on information technologies
- Describe the key characteristics of each generation
- Keys to good communication throughout the generational gaps
- Identify the challenges that each generation has toward working with various generations
- Analyses the latest trends and research on generational differences and how they apply to the companies specific workforce
- Understanding how to distinguish between personalities, generational and cultural differences
- Provide tools and techniques for effectively managing multiple generations

Awareness & Advanced Level Training

