

Generation Gaps Workshop

Course Duration 1 Day

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work, and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

Course Objectives

At the end of the course participants will be able to:

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management
- Leveraging the benefits of generation gaps at work

Course Outline

History

What Generations Exist in the Workplace
 What Defines a Generation
 What this Means in our Workplace

Traditionalist

Their Background
 Their Characters
 Their Working Style

Baby Boomers

Their Background
 Their Characters
 Their Working Style

Generation X

Their Background

Their Characters
 Their Working Style

Generation Y

Their Background
 Their Characters
 Their Working Style

Differentiations Between

Background
 Attitude
 Working Style
 Life Experience

Finding Common Ground

Adopting a Communication Style
 Creating an Affinity Group
 Sharing Knowledge

Conflict Management (I)

Younger Bosses Managing Older Workers
 Avoid Turnovers with a Retention Plan
 Breaking Down the Stereotypes

Conflict Management (II)

Embrace the Hot Zone
 Treat Each Other as a Peer
 Create a Succession Plan

The Power of 4

Benefits of Generation Gaps
 How to Learn from Each Other
 Embracing the Unfamiliar