

Generation Gaps

Overview

In this course, students will learn to understand the various generations present in the workplace.

Target Audience

This course is intended for individuals who want help navigating intergenerational relationships.

Course Objectives

Upon successful completion of this course, students will use their understanding of generational differences in order to become better managers and co-workers.

Course Outline

1 - Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

2 - History

What Generations Exist in the Workplace
What Defines a Generation?
What This Means In Our Workplace?

3 - Traditionalist

Their Background
Their Characters
Their Working Style

[Register Online](#)

Schedule

Class Length: 1 Day

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.

4 - Baby Boomers

Their Background
Their Characters
Their Working Style

5 - Generation X's

Their Background
Their Characters
Their Working Style

6 - Generation Y's (Millennial)

Their Background
Their Characters
Their Working Style

7 - Differentiations Between Generations

Background
Attitude
Working Style
Life Experience

8 - Finding Common Ground

Adopting A Communication Style

9 - Conflict Management (I)

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

10 - Conflict Management (II)

Embrace The Hot Zone
Treat Each Other As A Peer
Create a Succession Plan

11 - The Power of 4

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

12 - Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations
