

## Generation Gaps

### Overview

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

### Target Audience

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

### Course Objectives

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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

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#### 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

#### **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

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