



G3 INTERPERSONAL SKILLS FOR 3 DIFFERENT GENERATIONS

"No one can make you feel inferior without your consent." - Eleanor Roosevelt

This course offers an overview of the dynamics between generations in the workplace and provides practical guidance on developing and maintaining effective interpersonal skills. We'll examine generational diversity, common misunderstandings and generational differences in communication styles, values, and workplace expectations. Participants will learn strategies to bridge these gaps and become more effective in both personal and professional relationships. We'll also focus on the role of the supervisor and leadership in fostering a cohesive, intergenerational work environment. Join us to explore the value of and strategies for improving cross-generational communication and collaboration.

Key Course Content:

- Professionally communicate with different generations.
- Understand different personality styles and how to match your communication style.
- Understand the motivations and drives of different generations.
- Handle requests that cannot be met, or are outside the scope of your responsibility.
- Turn difficult customers and clients into opportunities for the organisation.
- Understand how to influence different generations.
- Get discretionary effort from different generations.
- Resolve conflict by substituting likely inflammatory words.
- Punctuate your communications with pauses and tonality changes and see the difference.



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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