



MANAGING DIFFERENT GENERATIONS IN THE WORKPLACE

"Each generation imagines itself to be more intelligent than the one that went before it, and wiser than the

This training course offers strategies to effectively manage different generations in the workplace. We will discuss generational differences in communication, expectations on management and job goals, and solutions to navigate generational conflicts. You will develop an understanding of generational values and how they shape attitudes towards work, as well as practical ways of creating unity and productive teamwork among employees of different ages. Through group discussions, case studies, role-play activities and expert advice, you will gain the knowledge and confidence to nurture a successful workforce that respects and values diversity.

Key Course Content:

- Determine the expectations of different generations in the workplace
- Develop management strategies to meet the needs of different generations
- Substitute language that can be perceived as being offensive
- Apply relevant management models to different situations
- Nip poor behaviour in the bud before it festers
- Identify personality traits among generations
- Describe how motivation impacts on performance and management
- Develop team building strategies that address generation difference
- Rally your teams around your values and objectives



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.