



Managing the Multi-Generational Workforce

Duration: 1 day

Audience: all employees

Pre-requisite: none

This one-day program provides insight for understanding generational differences in the workforce, an examination of perspectives and concrete solutions to improve effectiveness in managing each generation and valuing a multi-generational work group.

Participants gain understanding of the four generational profiles and the seminal events that shaped each generation. Using self-assessment and environment analysis, participants gain awareness of their response to generational differences. Participants explore the impact of these differences on productivity and engagement and learn specific steps to increase both.

Learning Objectives: At the completion of this program participants will be able to:

- Demonstrate awareness of seminal events that shaped each generation.
- Identify the motivational factors that influence a generation.
- Identify clashes between generations and how to minimize and resolve conflicts.
- Modify the managerial approach for increased effectiveness with each generation.
- Improve recruiting, engagement, and retention strategies for multi-generational work group.
- Identify generational differences that can impact initiative, problem solving, and decision-making and adjust workplace practices accordingly.
- Initiate and conduct a conversation with staff and/or teammates to enhance understanding and initiate desired change.