PROFESSIONAL DEVELOPMENT TRAINING

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Leveraging the Generation Gap

The modern workplace can present challenges to management when it comes to handling diverse generations. As younger workers are joining the workforce and older workers delaying retirement, the environment in the workplace is becoming a collage of diverse experiences and perspectives with varying attitudes and expectations of staff.

Although having different generations in a workplace can pose problems to communications and relationships, the benefits of having a diverse culture outweigh these problems. Lots of ideas can form when both young and old generations work together. To become a more effective manager, you need to understand some of the primary differences between age groups, how they prefer to communicate and what motivates them. Enroll in the Leveraging the Generation Gap training course from PD Training to get some exposure to these skills.

This engaging course is available now throughout Kuala Lumpur and Malaysia.

This Leveraging the Generation Gap training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

What You'll Gain:

The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker have many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

This 'Generations Gap Training Course' will help you understand the various generations present at work and understand what motivates each of them and how to work together.

Outcomes

- Learn the history behind generation gaps
- Learn about the different generations (traditionalists, baby boomers, Generation Xers & Generation Yers)
- Understand the differences between each generation
- Find common ground among the different generations
- Master conflict management between generations
- Leverage the strengths of each generation in the workplace

Modules

Lesson 1: Getting Started
- Workshop Objectives

Lesson 2: Context
- What Generations Exist In The Workplace
- What Defines A Generation
- What This Means In Our Workplace

Lesson 3: Traditionalist
- Their Background
- Their Characters
- Their Working Style

Lesson 4: Baby Boomers
- Their Background
- Their Characters
- Their Working Style

Lesson 5: Generation X's
- Their Background
- Their Characters
- Their Working Style

Lesson 6: Generation Y's (millennial)
- Their Background
- Their Characters
- Their Working Style

Lesson 7: Background
- Attitude
- Working Style
- Life Experience

Lesson 8: Finding Common Ground
- Adopting A Communication Style
- Creating An Affinity Group
- Sharing Knowledge

Lesson 9: Conflict Management (1)
- Younger Bosses Managing Older Workers
- Avoid Turnovers With A Retention Plan

Lesson 10: Conflict Management (2)
- Embrace The Hot Zone
- Treat Each Other As A Peer
- Create A Succession Plan

- Breaking Down The Stereotypes

Lesson 11: The Power of 4

- Benefits Of Generation Gaps
- How To Learn From Each Other
- Embracing The Unfamiliar

Lesson 12: Wrapping Up

- Words from the Wise
- Action Plans and Evaluations

Talk to our expert team

Phone: 016 299 1479

Email: enquiries@pdtraining.com.my