

Generations in the Workplace Training

Bridging the Gap: Understanding Generations at Work

Length: 1 Day

Overview: This generational course will:

- Provide participants with an overview of the different generations in the workplace
- Highlight strategies for communication with members of each group.

Program Objectives: Participants should be able to

- Develop understanding of where the generation gap issues surfaces and the impact it has on the modern workforce.
- Explore organization strategies that overcome gap issues
- Evaluate the need and effectiveness of recruitment, retention and succession plans within the context of the generation gap.

COURSE CONTENT

Discovering How Gaps Develop: Participants will look at how the generation gap is defined and where it comes from. Participants will also determine similarities and differences among themselves.

Finding Common Ground: How to Make Connections: As individuals, we have more in common at work than we may think. This unit teaches participants how finding common bonds can be useful when deciding how to approach differences.

Talking About My Generations: This segment looks at common generation definitions in an effort to understand backgrounds, characteristics, and behaviors

Speaking the Right Language: Generation-Specific Solutions: During this part, participants will identify specific ways to appeal verbally to different generations.

Developing Targeted Retention Strategies: What's Appealing To Each Group: Next, participants will learn how to use the generation gap to their advantage when developing retention and recruitment strategies.

Putting A Plan In Action: Ready, Set, Go! To wrap up the day, participants will explore how to use proven techniques to make their workplace engaging and inclusive.