

Course Introduction

Today's workforce is decidedly multigenerational. It is comprised of five generations: Traditionalists, Baby Boomers, Generation X, Generation Y (or Millennials), and a smattering of Generation Z whose life experiences have left indelible marks on their values and work preferences. This rapid and unprecedented demographic shift has many organizations wondering how they will adapt to the "5G" workplace. Thriving in a multigeneration workplace can be a complex task which requires understanding, empathy and adaptability.

This interactive workshop is specially crafted for the participants to embrace this new set of skills and understand the differences among generations to thrive in the new environment.

Learning Outcome

- Acquire an overview of the 5 generations in the workplace, their unique profiles and how to leverage effectively to achieve organizational objectives
- Learn the critical skills needed to effectively thrive within the multi-generation workforce
- Confident to create an accommodative environment to nurture and harness the collaborative skills of the multi-generation workforce to cultivate cohesion
- Learn the unique factors impacting team effectiveness and the techniques needed to be effective across generations.

Course Outlines

Module 1.

- Introduction, clarifying methodology, objectives and outcomes
- Overview of the different multi generations workforce

- Understand the different generations' strength
- Benefits of a multigeneration workforce
- Recognizing diversity as strength among generations
- Discuss contextualize challenges of a multigeneration workforce

Module 2.

- Identifying similarities among multigeneration workforce
- Discuss the contributions from each generation to the workplace
- Employing the appropriate work styles that best suit across generations
- How to improve working relationships among multigeneration workforce

Module 3.

- Cultivating shared goals to enhance mutual benefits
- Building trust among multi generation workforce
- Understand motivation across generations
- Applying collaborative tools to make engagement easier

Module 4.

- Addressing communication barriers across generations
- Hearing and listening is not the same thing: leverage on listening techniques
- Managing generation conflicts using a route map
- Employed a feedback mechanism across generations
- Key takeaways, summary and feedback

Methodology

- Q&A
- Video
- Facilitated discussions
- Mini presentation
- Team exercise
- Learning aid
- Trainer's sharing
- Case studies
- Personal reflection