

# Working with Five Generations

## Introduction

Spanning decades of conflicting morals and ethics, different levels of technology fluency and the battle for career progression, organisations will be faced with the task of generational management. Managers will need to develop new, innovative techniques to cope with conflicting personalities and skills without sacrificing business objectives.

Employees of all ages must understand the value differences, attitudes, mindset and preferences of the diverse generations, and organisations should work to foster better communication between the generations to avoid potential conflict.

Learn how understanding and communication can help minimise perceived generational gaps and how to direct the focus of employees onto shared values and expectations.

This course can help you proactively address the different generations by reaping the benefits and recognising the generational influences that play a part deepening your effectiveness as a leader.

## Course Objectives

By the end of this course, participants will be able to:

- Explain the key elements of generational management; strategy, communication, fairness and creativity
- Detail the values, motivators and mindset of the five generations in the workplace
- Assess the differences among generations
- Identify conflict and risks to the organization and develop effective responses
- Develop multi-generational communication techniques to inform, persuade and build consensus
- Explain how the key elements of managing 5 generations, impact the organization and the management

## Content

A sample of what is covered includes:

### 2020! Five Generations Employed Alongside One Another...

- Introduction

### Managing Multiple Generations

- Welcome to your pre-quiz
- Yes! Five generations in the workforce today
- What is covered?

### The Story So Far

- How do we recognise a new generation?
- The perceptions and similarities of each generation

- Moving beyond bias
- Towards generational diversity
- Every company should design and incorporate a multi-generational policy

#### **Generational Conflict Solutions**

- Resolving cross-generational conflict
- On the job effective cross-generational communication

#### **Philosophies of adult learning**

- Learning styles principles and the multiple generations
- Recognizing talent and types
- Towards a culture of learning
- Unleash knowledge transfer with cross-generational mentoring

#### **The future of generational working**

- Generational values, employee reward and company culture
- Leading a cross-generational team
- Create a route map
- The future of work, becoming an employer of choice and ... Gen Z

#### **Summary & recap**

- Wrap up quiz activity: expressions used by different generations

