PROFESSIONAL DEVELOPMENT TRAINING

Leveraging the Generation Gap Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

Learning how to manage people from different generations first requires an understanding of the environment in which their personality was developed, and secondly you need the skills to handle the differences in personality types.

The PD Training Leveraging the Generation Gap Training Course provides you with a comprehensive and deep understanding of the different generations; namely the traditionalists, Baby Boomers, Generation X and Generation Y. It also provides training in conflict management, conflict resolution processes and the building of harmony and equivalence.

This intensive and lively training course is now available across New Zealand, including Auckland, Wellington and Christchurch.

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 organisation 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

After completing this course participants will be able to:

- Learn the history behind generation gaps
- Learn about the different generations (traditionalists, baby boomers, Generation X'ers & Generation Y'ers)

- 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
- Breaking Down The Stereotypes

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

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

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