

The Multi-Generational Workplace

Divisive generational lines can frequently disrupt regular business in the workplace. This course is designed to help students identify and overcome the stereotypes and challenges associated with the four generations in the workplace. Students will learn how to communicate respectfully with others and handle conflict as it arises. In addition, this course will provide students with ideas how to improve their organization so that these issues do not arise again.

Audience: Managers or HR Professionals

Prerequisites: None.

Number of Days: 1/2 day

1. All of the Generations in the Workplace

How did we get here?
Fundamentals for the Workplace
Who's who in the different generations
The four generations
Focus on similarities
My generation

2. The Specifics of Each Generation

Veterans
Baby boomers
Generation X
Generation Y
Tips for approaching each generation
Case study
What are the stereotypes
Overcoming stereotypes
Change in perception

3. Effects of the Generations in Your Organization

Potential challenges
Communicating with respect
Mastering sticky situations
Practice makes perfect

4. Making Improvement in Your Organization

Techniques for moving forward
Moving forward action plan