

Managing Intergenerational Differences 1 Day

Course Description:

As the baby-boom generation prepares for retirement, modern organizations are in the process of transferring jobs, responsibilities and organizational governance to a new generation. Those younger workers differ from their older colleagues in the workplace by more than chronological age. They differ in outlook, expectations, and work styles.

Some would argue, in fact, that the differences between those entering the workplace and those about to depart represent a sea change—that the differences are fundamental and require completely new models of management. In order to create effective organizations in an economy that demands high levels of organizational performance with limited resources, today's leaders need to create effective inter-generational teams and induce high levels of performance from every worker. Unfortunately, the tools they have used in the past may no longer be adequate for the new workforce.

Our purpose in this workshop is to identify the characteristics of the different generations that make up the modern organization and provide you the skills to make those organizations effective. It is intended to provide you with a higher-level of understanding of those you work with so that you can better understand their motivations, manage conflict, and help induce them to higher levels of performance. We'll talk about management strategies and strategies for managing your career, whether you're a baby-boomer or a new entrant into the workforce.

There is no question that this is a new, and sometimes frightening, workplace. Our goal is to make it a little less daunting and a little more pleasant for everyone based on better understanding of our varied needs and expectations.

That's what this workshop is about--giving you the tools and knowledge to work with people from all generations in the workplace, whether you're younger or older. Ultimately, we want to make your organization more effective and better able to withstand the extreme pressures they are exposed to.

Strategic Course Goals and Objectives:

- Make participants aware of the demographic changes about to confront the workplace as the baby-boom generation prepares to make its exit and organizations struggle to find new workers to replace them
- Define the characteristics of different generations and the research that has been conducted to define them

- Identify the challenges of managing across generations including the identification of the tools that, though they may have been effective at one time, may not be effective in the future
- Provide insights into how to manage inter-generational conflict
- Engage participants in exercises and dialogues to explore the challenges they face with inter-generational differences

