



## Generation Gap and the Workplace—Managers and Supervisors

The workplace has become a patchwork of varying perspectives and experiences that can present challenges to management in terms of handling the different generations present. While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh the problems and conflicts. This course will help you understand the various generations present at work, understand what motivates them, and how to deal with them on a daily basis.

### Focus

This module is designed for managers and others to develop how to coach, communicate and create an environment in which to make the best of such a diverse group for the success of the organization.

**Length**      4 Hours

### Performance Objectives

- Explore the history behind generation gaps
- Research the generations of Traditionalists, Baby boomers, Generation X and Generation Y
- Compare and contrast the differences between each type of generation
- Articulate common ground among the generations
- Explore conflict management
- Leverage the benefits of generation gaps at work

### Course modules include:

<b>The Four Generations</b>	This module reviews the background, character traits and working style of each generation.
<b>Differentiations Between the Generations</b>	This module covers the change and progress from generation to generation and how it reflects the workplace.
<b>Finding Common Ground</b>	This module illustrates closing the gap by sharing knowledge, adopting a communication style and creating an affinity group.
<b>Conflict Management Situations</b>	This module focuses on different models to use and the steps to create a successful plan for conflict resolution.
<b>The Power of Four</b>	This module reinforces the importance of learning from each other and the benefits each generation brings to the company.