



Generations in Workplace

Course Overview

For the first time in American history we have four generations working side-by-side in the workplace. These four generations often collide as their paths cross. Each generation has different values, different ideas, different ways of getting things done and different ways to communicating in the workplace. It is imperative that we understand how to best work together to create an effective and productive work environment.

Course Length: 2-4 hours

Learning Objectives

Upon completion of this class, students will be able to:

- Describe the primary characteristics of each of the generations represented in today's workplace
- Anticipate and proactively respond to generational differences that affect workplace performance and productivity
- Collaborate with others to create and sustain a work environment that capitalizes and celebrates generational diversity in a manner which results in service excellence to the organization's internal and external customers

Guided Practice

The course includes participatory activities intended to reinforce learning objectives:

- Possible areas of conflict
- Pros and cons of having each generation represented at work
- How to create awareness
- Generational positive attributes
- The New Golden Rule – The Platinum rule
- Courageous Conversation Wheel
- Generational response to work issues
Three Ideas / Strategies to implement at work