

Leading Across Generations



Course Description

The U.S. workforce is more diverse than at any other time in this nation's history. And some of the biggest diversity challenges facing leaders are created by different generations working side by side in the workplace.

To that end, this highly interactive course is designed to help participants better understand and manage the different perspectives and behaviors that members of different generations bring to the workplace. Specifically, participants will learn how to increase effective communication, while decreasing tension and conflict, with members of the four generations that constitute the American workforce: Baby Boomer, Generation X, Millennial, and Gen Z.

Course Objectives

Upon completion of this program, participants will be able to:

- Understand the generational influences that created the skill sets and world views members of each generation bring to the workplace;
- Anticipate and better manage the assets and liabilities that members of each generation bring to the workplace;

- Recognize and better manage the generational influences (both assets and liabilities) on their own leadership skills;
- Communicate more effectively with members of each generation; and
- Resolve conflict between members of each generation more effectively.

Key Topics Covered

This course explores the following in depth:

- The Challenges of Working in a Cross-Generational Workplace
- A Few Disclaimers about Labeling Generations
- Generational Influences
- The Strengths and Weaknesses of Leaders from Each Generation
- The Do's and Don'ts of Leading Members of Each Generation
- The Most Common Sources of Workplace Generational Conflict
- Best Practices in Resolving Workplace Generational Conflict
- What the Future Holds for Leading Across Generations in the Workplace

For more information – or to schedule a workshop – please contact us today.



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