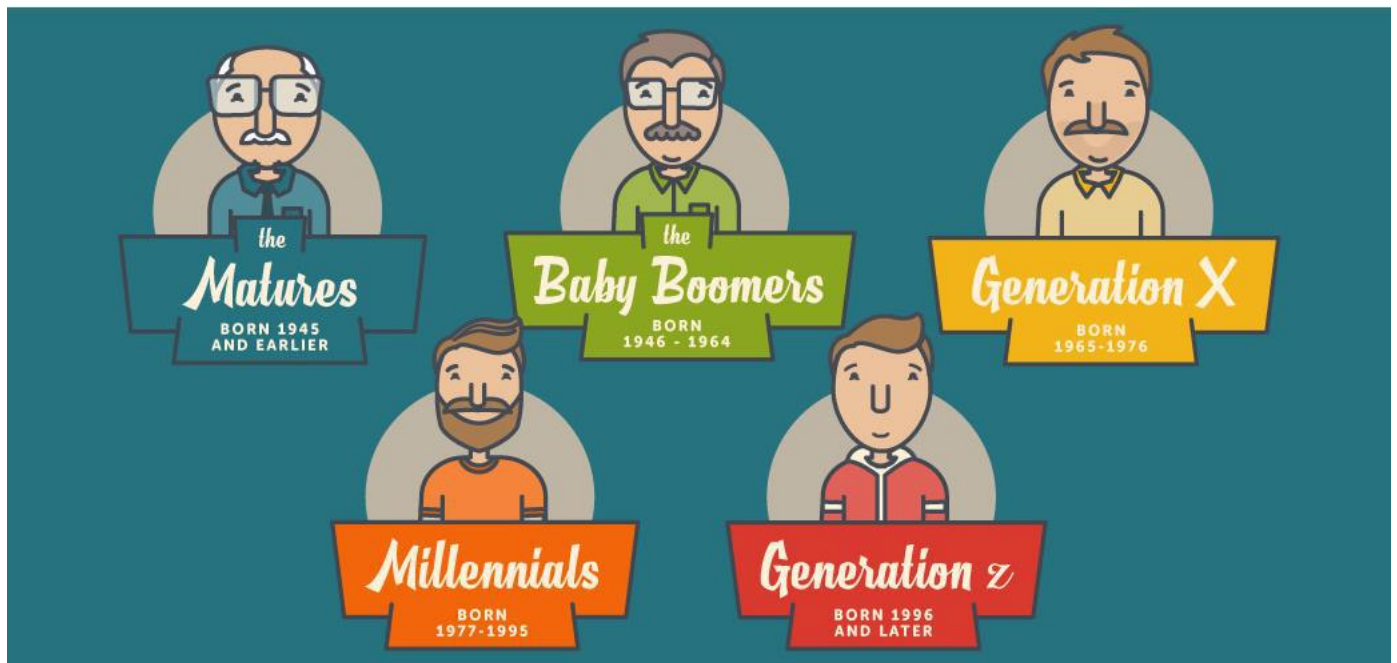


MULTI-GENERATIONAL ENGAGEMENT AT THE WORKPLACE

Managing and Motivating the People



Today's managers' face a unique challenge; motivating a multi-generational workforce. For the first time in history, there are four generations making up our nation's workforce. With Traditionalists, Baby Boomers, Generation X, and Generation Y employees on the same team, a one-size-fits-all method to management and motivation simply isn't effective. When attempting to build a well-rounded organization, managers and CEOs often find success by putting together a diverse staff of talented individuals. A business will always be the sum of its own parts, which is why it's important that your staff be made up of different types of people. It should come as no surprise that employing different people with different personalities is not always easy, and one of the biggest headaches is managing generation gap in the workplace.

Each group has its own distinct characteristics, values and attitudes toward work. As they interact in the workplace, these differences can lead to misunderstandings and increased conflict.

To improve your interactions with them you'll need to understand the fundamental differences between the generations and which communication methods work best with each. This program examines generation gaps and solutions in getting different generations to engage with each other.

WHAT WILL YOU LEARN IN THIS COURSE?

- Myths and reality about the various generations
- Tips for handling conflict across generations
- Engagement approaches that can bridge the gap
- Ways to provide constructive feedback to each group
- Emotional drives to get the best out of each group

WHO SHOULD ATTEND

For those who wish to learn ways of engaging with different generations and getting the best out of the business relationship.

COURSE OUTLINE

1) The History of Different Generation

Generation is the act of producing offspring. In a family generation there are always people from different generations with similar facial features. In kinship terminology, it is a structural term designating the parent-child relationship. Generation in this sense of birth cohort is widely used in popular culture, and has been the basis for much social analysis.

Objective: To help participants to understand the factors involve in the creation of a generation

The Retired Gen: Silent Generation

The Silent Generation were born 1925 through 1945, is the generation that includes those who were too young to join the service during World War II. Many had fathers who served in World War I. Generally recognized as the children of the Great Depression, this event during their formative years had a profound impact on them.

- History of Silent Generation
- Characteristics of Silent Generation
- Is this generation still relevant in today's world?

Objective: To look into the previous working generation and how it influences today's working generation

The current work force: Baby-boomers, Gen X & Y

The Baby Boomers are the generation that was born following World War II, generally from 1946 up to 1964, a time that was marked by an increase in birth rates. In general, baby boomers are associated with a rejection or redefinition of traditional values; yet the widespread continuity of values with older and younger generations. In Europe and North America boomers are widely associated with privilege, as many grew up in a time of affluence. One of the features of Boomers was that they tended to think of themselves as a special generation, very different from those that had come before them. In the 1960s, as the relatively large numbers of young people became teenagers and young adults, they, and those around them, created a very specific rhetoric around their cohort, and the change they were bringing about.

Generation X is the generation generally defined as those born after the baby boom ended. Demographers, historians and commentators use beginning birth dates from the early 1960s to the late 1970s or early 1980s. The term generally includes people born during all or part of the 1960s: According to Strauss-Howe generational theory, 1961 is the starting point. The term has also been used in different times and places for a number of different subcultures or countercultures since the 1950s.

Generation Y, also called Millennials, describes the generation following Generation X who were born from roughly the late early 1980s to the early 2000s. There are no precise dates for when the Millennial generation starts and ends. Commentators have used birth dates ranging somewhere from the early 1980s to the early 2000s (decade).

- History of these generations
- Characteristics each of these generations
- How these generations fare in today generation

Objectives: The differences & challenges faced by these 3 generations at workplace

The Next Workforce: Generation Z & Alpha

Gen Z & Alpha Gen kids will grow up with a highly sophisticated media and computer environment and will be more Internet savvy and expert than their Gen Y forerunners

- History of these generations
- Characteristics of both generations
- What to expect from them

Objective: Exploring the future workforce

2) Understand the Different Personalities

- Understanding the different types of behaviour
- DISC Personality Profiling
- Exploring the characteristics of the different types of personality
- Linking DISC Personality with different generations

Objective: Understanding how different generations link with a particular personality

3) Engaging with Different Generations

To engage with other generations, one of the vital methods is communication. Communication is important skill in getting different generation to understand each other and to enhance working relationship

- Building the trust factor
- Bonding factors
- The Power of Communication

Objective: Understanding the factors that can help in engaging all the different generations

4) Building the trust factor

It's important to build trust with others as the first step towards engaging with different generations.

- Getting to know their world
- Doing the little things

5) Bonding factors

Common interest will bond each other better. Here you will learn ways to find out the similarities with each other

- The communication technique
- The do and don't in communication

6) The Power of Communication

- Understanding the different ways of communication
- The Effective ways of communication with different generations
- The Do & Don't in each of these ways



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