

## **CREATING SYNERGY IN A MULTI-GENERATIONAL WORKFORCE**

We have now, for the first time in American history in the workplace, four very different generations bring vast diversity to the workplace. Each has its own beliefs and values, attitudes, forms of communication, varied levels of education, unique technologies, and ways of looking at the world. The key is to be able to effectively address and take advantage of the differences in values and expectations of each generation. But we must be careful not to follow blanket stereotypes.

This program is designed to increase appreciation of generational differences in communication styles, workplace values, and skill sets at the workplace. Participants will explore collaborative approaches that will capitalize on the strengths of the four workplace generations and review leadership and communication strategies to assure that the torch is passed on in inclusive, responsible and responsive ways. The program will help create an “age-neutral” environment that supports real communication and understanding across all ages, and builds on the unique values and strengths of each generation.

### **Agenda**

- Define the generations and their workplace characteristics.
- Understand and articulate the issues pertaining to differing generations.
- Describe the ways each generation defines success and understands how the differences affect communication and relationships in the workplace.
- Determine the proper approach when coaching, managing and leading employees of different generations.

### **Objectives**

- Describe the primary work ethic and communication characteristics of Baby Boomers, Generation X and Millennials.
- Anticipate and proactively respond to generational differences that impact workplace performance, productivity and team building.
- Collaborate with others to create and sustain a work environment that capitalizes on, and celebrates generational diversity in a manner which results in service excellence.
- Appreciate the dynamics of targeted succession planning for the purpose of knowledge transfer.

This 90-minute training program is designed to provide participants an opportunity to reinforce that generational differences do impact workplace interaction, but they are also present in the context of our everyday lives.

This program can be customized to conform to any specific need.