

Generation Gaps Workshop

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work, and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

Workshop Objectives:

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management
- Leveraging the benefits of generation gaps at work



For more information or to reserve your spot in this workshop, please contact:

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CLASS CONTENT

Section One: Getting Started

Workshop Objectives
Pre-Assignment Review

Section Two: History

What Generations Exist in the Workplace?
What Defines a Generation?
What this Means in our Workplace

Section Three: Traditionalist

Their Background
Their Characters
Their Working Style

Section Four: Baby Boomers

Their Background
Their Characters
Their Working Style

Section Five: Generation X

Their Background
Their Characters
Their Working Style

Section Six: Generation Y

Their Background
Their Characters
Their Working Style

Section Seven: Differentiations Between

Background
Attitude
Working Style
Life Experience

Section Eight: Finding Common Ground

Adopting a Communication Style
Creating an Affinity Group
Sharing Knowledge

Section Nine: Conflict Management (I)

Younger Bosses Managing Older Workers
Avoid Turnovers with a Retention Plan
Breaking Down the Stereotypes

Section Ten: Conflict Management (II)

Embrace the Hot Zone
Treat Each Other as a Peer
Create a Succession Plan

Section Eleven: The Power of 4

Benefits of Generation Gaps
How to Learn from Each Other
Embracing the Unfamiliar

Section Twelve: Wrapping Up

Words from the Wise