

CROSS-GENERATIONAL SUCCESS

OVERVIEW

Companies who put into action the techniques taught in this workshop are able to hire, train, and retain the best of the best talent of all generations by minimizing cross-generational conflict and increasing cross-generational understanding.

This 4-6 hour interactive workshop is designed to help employees and leaders explore and understand the different views and ideals held by different generations. The goal is for each participant to see the value other generation's perspectives bring to the workplace and to avoid conflicts created by generation gaps.

OUTCOMES

Upon completing this session, the participants will be able to:

- 💡 Determine their own generational identity and that of other's
- 💡 "Hear" the message behind the behavior or action of different generations
- 💡 Know that all generations have strong ideals, work ethic and respect and realize how it manifests for each generation
- 💡 Make daily changes in communication and actions to properly interact with and motivate those with a different generational identity
- 💡 Stop making assumptions and use questions and paraphrasing to understand other generations

TOPICS

The session outline is as follows:

- I. Definition of generations
traditionalists, boomers, x-ers and y-ers
generational identity
- II. Exploration of historical events and societal conditions
affects on generational identity
resulting perspectives

III. Correction and/or clarification of common assumptions

IV. Alternate approaches for each generation

coaching

motivation

giving feedback

training

V. Daily actions and behaviors for continued success in a cross-generational workplace

GENERAL INFORMATION

This workshop is offered as a 4-hour or 6-hour session. Class size is limited to 20 participants.

TARGET AUDIENCE

 All company employees

 All managers and leaders