PROFESSIONAL DEVELOPMENT TRAINING

3158 3955

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1.0 DAY COURSE

Leveraging the Generation Gap

In today's workplace in Singapore, there is a wide range of generations in any workforce, with each generation having it's own form of expectations, language and habits.

Although having different generations (baby boomers, gen y's and gen x's) in a workplace can pose problems to communications and relationships, the benefits of having a diverse culture can outweigh these problems. Lots of ideas can form when both younger and older generations work together. To become a more effective manager, you need to understand some of the primary differences between age groups, how they prefer to communicate and what motivates them. Enroll in the Leveraging the Generation Gap training course from PD Training to learn these skills.

This Leveraging the Generation Gap training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a group quote.

What You'll Gain:

The modern workplace in Singapore can present challenges to management when it comes to handling diverse generations. As younger workers are joining the workforce and older workers are delaying retirement, the environment in the workplace is becoming a collage of diverse ages, experiences and perspectives, with varying attitudes and expectations of staff.

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, with each having valuable ideas and contributions.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such diversity in the workplace can outweigh the issues. Both the young and older workers have many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

This 'Generations Gap Training Course' will help you understand the various generations present in the workplace, and understand what motivates each of them and how to work together.

Outcomes

In this course participants will:

- Learn the history behind generation gaps
- Learn about the different generations (traditionalists, baby boomers, Generation X'ers & Generation Y'ers)
- Understand the differences between each generation
- Find common ground among the different generations
- Master conflict management between generations
- Leverage the strengths of each generation in the workplace

Modules

Lesson 1: Getting Started
- Workshop Objectives

Lesson 2: Context
- What Generations Exist In The Workplace
- What Defines A Generation
- What This Means In Our Workplace

Lesson 3: Traditionalist
- Their Background
- Their Characters
- Their Working Style

Lesson 4: Baby Boomers
- Their Background
- Their Characters
- Their Working Style

Lesson 5: Generation X's
- Their Background
- Their Characters
- Their Working Style

Lesson 6: Generation Y's (millennial)
- Their Background
- Their Characters
- Their Working Style

Lesson 7: Background
- Attitude
- Working Style
- Life Experience

Lesson 8: Finding Common Ground
- Adopting A Communication Style
- Creating An Affinity Group
- Sharing Knowledge

Lesson 9: Conflict Management (1)
- Younger Bosses Managing Older Workers

Lesson 10: Conflict Management (2)
- Embrace The Hot Zone
- Treat Each Other As A Peer

- Avoid Turnovers With A Retention Plan
- Breaking Down The Stereotypes
- Create A Succession Plan

Lesson 11: The Power of 4

- Benefits Of Generation Gaps
- How To Learn From Each Other
- Embracing The Unfamiliar

Lesson 12: Wrapping Up

- Words from the Wise
- Action Plans and Evaluations

Talk to our expert team

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