

## Generation Gaps

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. Both the young and older worker will have ideas and suggestions 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.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: History

- What Generations Exist in the Workplace
- What Defines a Generation?
- What This Means in Our Workplace?

#### Module Three: Traditionalist

- Their Background
- Their Characters
- Their Working Style

#### Module Four: Baby Boomers

- Their Background
- Their Characters
- Their Working Style

#### Module Five: Generation X's

- Their Background
- Their Characters
- Their Working Style

**Module Six: Generation Y's (Millennial)**

- Their Background
- Their Characters
- Their Working Style

**Module Seven: Differentiations between Generations**

- Background
- Attitude
- Working Style
- Life Experience

**Module Eight: Finding Common Ground**

- Adopting a Communication Style
- Creating an Affinity Group
- Sharing Knowledge

**Module Nine: Conflict Management (I)**

- Younger Bosses Managing Older Workers
- Avoid Turnover with a Retention Plan
- Breaking down the Stereotypes

**Module Ten: Conflict Management (II)**

- Embrace the Hot Zone
- Treat Each Other As A Peer
- Create a Succession Plan

**Module Eleven: The Power of 4**

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

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations