

## LEVERAGING THE GENERATION GAP TRAINING

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**Leveraging the  
Benefits of  
Generation Gaps**



**COURSE LENGTH: 1.0 DAYS**

By learning the skills required to manage people from different generational backgrounds, you will gain an opportunity to access a wide variety of ideas and skillsets from each group and take advantage of your organization's diversity.

This course covers the following topics: the history behind generation gaps, the different generations (traditionalists, baby boomers, Generation X'ers & Generation Y'ers) and their differences and common grounds, conflict management between generations, how to leverage the strengths of each generation and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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## LEVERAGING THE GENERATION GAP TRAINING COURSE OUTLINE

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### FOREWORD

Research indicates that people communicate based on their generational backgrounds. Each generation has distinct attitudes, behaviors, expectations, habits and motivational buttons.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker 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 to understand the various generations present at work, understand what motivates them, and also learn how to collaborate and work with them.

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### OUTCOMES

**By the end of this course, participants will be able to:**

- Examine the history behind generation gaps
  - Learn about the different generations (traditionalists, baby boomers, Generation Xers & Generation Yers)
  - Determine 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
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### 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
- Avoid Turnovers With A Retention Plan
- Breaking Down The Stereotypes

### Lesson 10: Conflict Management (2)

- Embrace The Hot Zone
- Treat Each Other As A Peer
- 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

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)