

OUTLINE

Generation Gaps

Lesson One

Getting Started

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

Lesson Two

Background

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

Lesson Three

Traditionalist

- Their Background
- Their Characters
- Their Working Style

Lesson Four

Baby Boomers

- Their Background
- Their Characters
- Their Working Style

Lesson Five

Generation X's

- Their Background
- Their Characters
- Their Working Style

Lesson Six

Generation Y's (Millennial)

- Their Background
- Their Characters
- Their Working Style

Lesson Seven

Differentiations Between Generations

- Background
- Attitude
- Working Style
- Life Experience

Lesson Eight

Finding Common Ground

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

Lesson Nine

Conflict Management (I)

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

Lesson Ten

Conflict Management (II)

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

Lesson Eleven

The Power of 4

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

Lesson Twelve

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au

1300 810 725