



## RELATIONAL LEADERSHIP: customer service

# LEARNING THE LANGUAGE OF MULTIPLE GENERATIONS

Now, more than any time in history, different generations with diverse outlooks are being asked to work together. Learning the Language of Multiple Generations helps employees understand the confusing differences between generations. In this class, participants overcome generational misconceptions and employ effective techniques for communicating with people of all ages, whether citizens or co-workers. Particular emphasis is placed on dealing with the elderly in the external customer context and welcoming high school and college graduates into the workforce in the internal customer context.

### Objectives:

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

- Identify and discuss the impact of Generational Themes on and in the workplace
- Identify co-worker and customer tips that will lead to harmony, productivity, and increased customer service
- Apply learning to current workplace challenges

