



OPERATIONAL LEADERSHIP: supervisory

# UNDERSTANDING AND MANAGING GENERATIONS

For the first time in our nation's history, there are four generations simultaneously represented in the workplace. Understanding generational differences is critical for managers to make these different perspectives benefit an organization. Understanding and Managing Generations teaches participants the secrets of successful organizations that accommodate employee differences, create workplace choices, operate from a sophisticated management style, and nourish retention to provide a positive and productive work environment for all generations.

## 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

