



## Learning the Language of Multiple Generations

### Objectives:

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

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



## Summary

For the first time in history, we have four generations simultaneously represented in the workplace. Learning the Language of Multiple Generations instructs front-line personnel in overcoming generational misconceptions to employ effective techniques for communicating with people of all ages, whether citizens or coworkers.

This course includes in depth discussion of each generation, tips for working with the different generations, and customer service case studies to discuss in small groups.