



Understanding and Managing Generations in the Workplace

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
- 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 our nation's history, we have four generations simultaneously represented in the workplace. **Understanding and Managing Generations in the Workplace** instructs supervisors in overcoming generational misconceptions to employ effective techniques for communicating with people of all ages.

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