



Managing Your Multi-Generational Workforce

Workshop Overview:

Over the past decade, workplace dynamics have become more diverse and complex. People are living longer and working longer, and consequently, forward-looking organizations are adjusting their approach to communicating with employees encompassing soft skills like motivation, attitudes, and values. Currently, organisations have the potential to have representation from five generations in their workplace; these include Traditionalists, Generation X, Millennials, and Generation Z. A recent study by Forbes indicates that by 2025 millennials will make up 75% of the workforce with Gen Z employees now eager to make their mark on the world of work. To maximize the benefits of a multi-generational workforce managers, supervisors, and team leads must adapt their management style to cater firstly to diversity and in turn, learn to communicate effectively with employees and teams.

This workshop will address the following topics:

- Using dynamic communication skills to connect meaningfully with staff at all levels
- Defining boundaries and setting expectations
- Using conversational Intelligence to progress workplace discussions, build trust and create realistic feedback opportunities
- Emotional Intelligence – the way forward

By the end of this training participants will be able to:

- Develop an understanding of multi-generational participation in the workplace and appreciate the need to adapt your style of management
- Appreciate the key factors that motivate different generations in the workplace
- Set realistic and achievable boundaries and manage employee expectations from the outset
- Use the Conversational Intelligence Dashboard to enhance daily interactions, information sharing and providing feedback
- Move away from the one size fits all approach to managing your team
- Explore Jennings 70/20/10 model – workplace learning/development
- Identify a range of motivators (other than financial) that may attract some employees
- Promote Psychological Safety in Teams
- Devise innovative methods of recognition and reward – prizing efforts of individuals and teams
- Use your business acumen to set the vision, encourage and develop your multigenerational team members

Mode of Delivery: Online Virtual learning through zoom. This is a highly interactive training space and will include the following: discussions, videos, case studies, role play, brainstorming, breakout rooms, and feedback channels.

Resources: All training resources will be provided. Some pre-reading/video/audio may be recommended.

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