



Communicating Effectively with Different Generations

Workshop Duration: 1 Day

Facilitation in English (aussi disponible en français)

Workshop Description

Leading multi-generational teams can be a challenge. Each generational group has its own unique view and experience of the work world, and is motivated differently.

This one-day workshop will look at the unique challenges of managing employees from generation X and generation Y. You will learn keys for effectively communicating with employees from each segment and understand what motivates them, so you can more effectively lead your multi-generational team.

This workshop is very interactive and dynamic. Games, role plays, and case studies are built-in to quickly develop the participant's skill. The user-friendly handout is a great tool for personal review.

Who Should Attend

Project managers, team leaders and management staff who want to gain more insight into effectively managing employees from generations X and Y.

What You Will Learn

- Impact of demographic trends in the workplace
- Defining generation X and generation Y
- How each generation sees the workplace
- Different generations = different motivators; How to blend them
- Important factors associated with retention, commitment and loyalty
- Costs of high turnover
- How to get engagement
- What different generations look for in a leader
- Tips to get team players from different generations to work together
- Effective communication
- Adapting communication style to connect
- Pitfalls to avoid
- Building credibility
- Action plan

At the end of this workshop, you will:

- Be familiar with the change in trends from one generation to another
- Better understand Gen X and Gen Y expectations
- Be aware of best practices in management for multi-generational teams
- Have concrete strategies you can implement to empower and strengthen your multi-generational teams

