

Leading and Managing Generations in the Workplace

1 Day

This course covers knowledge and skills for managing generational diversity in the workplace. It is essential for any manager who oversees staff of varying age groups.

WORLD CLASS TRAINING

Today's workplace is a "melting pot" of diversity. Obvious examples of diversity can include ethnicity or religion. However another major example, and one that should receive more attention than it currently does, is generational diversity. People from different generations have unique needs, different preferences and diverse work styles. This course covers principles and techniques for managing different generations in the workplace to maximise the performance of all.

LEARNING OUTCOMES

- Identifying the Generations
- What has influenced each Generation?
- Understanding what they want in the work place
- Understanding Human Behaviour and Motivation
- Motivation and Communicating with each Generation
- Attracting and Retaining Gen X,Y and Baby Boomers
- Building a Multi Generational Workplace
- Managing Diversity in the workplace

<i>Leading and Managing Generations in the Workplace</i>	1	2	3	4	5
Identifying the Generations					
Understanding what has influenced each Generation					
Understanding what they want in the work place					
Understanding Human Behaviour and Motivation					
Motivation and Communicating with each Generation					
Attracting and Retaining Gen X,Y and Baby Boomers					
Building a Multi Generational Workplace					
Managing Diversity in the workplace					

WHO WILL BENEFIT

Any supervisor or manager who leads a team comprising staff members of different generations. Or any team member who is being primed for a management position.

- 1 Little or no experience
- 2 Some background knowledge only
- 3 Able but takes some thought and thus is not used often
- 4 Able but could refresh knowledge and skills
- 5 Mastered and could teach others

RELATED COURSES:

Personal Development, First Line Management 1 - Foundations, First Line Management 2 - Coaching, Delegating & Motivating, Leadership.

CONTACT

1300 POLLAK
 info@ronpollak.com.au
 www.ronpollak.com.au

Leading and Managing Generations in the Workplace

1 Day

TOPICS

Identifying the Generations

- Baby Boomers, Generation X, Generation Y

What has influenced each Generation?

- What were their influences
- How were they raised?
- Beliefs and Values of the Generations

Understanding what they want in the workplace

- What drives them?
- Desired workplace environment?
- Organisational Culture?

Understanding Human Behaviour and Motivation

- Human Behaviour and key drivers
- Understanding Human Motivation

Motivation and Communicating with each Generation

- Understanding others
- Effective Communication
- Breaking through the generation barriers

Attracting and Retaining Gen X,Y and Baby Boomers

- Why they leave?
- Attracting a diverse workforce
- Retention strategies for the generations

Building a Multi Generational Workplace

- The value of diversity
- A culture that fits the generations

Managing Diversity in the workplace

- Managing a diverse workforce
- Take home strategies for building and embracing diversity

Registration Form

Course	Leading and Managing Generations in the Workplace
Delegate	Name:
	Phone/Mobile:
	Email:
Manager	Name:
	Phone/Mobile:
	Email:
Company	Company Name:
	Address:
	State/Post Code:
	Authorising Exec Name:
	Signature:
	Phone/Mobile:

Sydney Fax (02) 9380 5700

Melbourne Fax (03) 9820 4327