

American Management Association's Generational Diversity: Bridging the Gap Through Effective Communication

Learning Objectives

- Understand the Differences and Similarities Within the Five Generations
- Flex Your Communication Style to Meet the Challenges of Generational Differences
- Recognize How Values, Work Style, Cultural Influences and Career Expectations Influence Communications
- Reduce Interpersonal Conflict and Ensure More Successful Teamwork
- Move Beyond Generational Stereotypes and Create Successful Knowledge Transfers
- Learn How People from Different Generations Define Respect
- Effectively Customize Messages to Your Audience and Select the Appropriate Communication Method

Introduction to the Generations

- Understand the Differences Between the Generations in the Workforce
- Recognize Business Challenges and Opportunities Associated with a Multigenerational Workforce
- Appreciate the Importance of Effective Multigenerational Communication

Multigenerational Communication Challenges

- Recognize Generational Communication Challenges and Opportunities
- Identify Options to Meet Various Communication Needs

Solutions to Multigenerational Communication Challenges

- Recognize Generational Truths vs. Myths
- Use Knowledge Transfer Solutions to Foster a Skilled Multigenerational Workforce
- Recognize Challenges Associated with Conflict
- Address Multigenerational Conflict Using the FUSION Approach

Planning the Future

- Identify Ways to Entice, Develop, and Retain Talent
- Appreciate the Ways to Recognize Members of Different Generations