

Building Stronger Multi-Generation Teams

Program Objectives

- Analyze generational stereotypes and the workplace factors that may shape, modify, or intensify generational differences
- Select communication strategies that address diverse employee needs and workplace situations.
- Compare motivational factors and management practices that may influence engagement across generations
- Apply strategies for recognizing and addressing conflict within multigenerational teams
- Develop strategies for leveraging generational differences to build high-functioning teams
- Demonstrate coaching techniques that support emerging talent and prepare employees for future success

The Changing Workforce

- Describe how conversations about generational differences can strengthen team effectiveness
- Distinguish the historical and technological events that have influenced each generation
- Evaluate common generational stereotypes and the factors that contribute to them

Communicating Across Differences

- Analyze other contributing factors that alter generational experiences and background
- Identify options to meet various communication needs
- Recognize generational truths and myths

Culture and Motivating a Multi-Generational Team

- Explain the foundations of culture and how a multi-generational organizational culture impacts business outcomes
- Assess your organization's cultural performance, identifying what it does well and opportunities to improve
- Analyze and explore how exposure to differing perspectives can produce constructive disagreement, creativity, and innovation when the conditions for sharing perspectives exist
- Generate a profile of an ideal workplace environment that includes recognition of preferences and working considerations
- Evaluate the motivational approach when the expected response isn't achieved

Managing Conflict within a Team

- Distinguish between task conflict and relationship conflict
- Examine where generational conflict shows up on a team and analyze its impact on team performance
- Compare the five major conflict styles and evaluate their use in conflict situations
- Apply communication strategies to workplace conflict scenarios and cultivate approaches to effectively manage conflict in your work environment

Building Stronger Teams

- Describe the characteristics of a high functioning team to achieve a shared approach
- Identify mentoring and partnering opportunities across generations and evaluate how understanding generational differences can be used to build a high-performing team
- Integrate communication, motivational, and conflict management concepts from earlier modules to navigate a multigenerational team scenario

Coaching Emerging Talent

- Analyze how generational differences are reshaping the workplace and influencing work-life boundaries, openness to new tech, and self-advocacy
- Differentiate coaching from feedback and identify where each applies
- Apply the AMA GUIDE to Coaching model to devise coaching approaches for realistic generational scenarios