



"Bridge the Generational Gap: Leadership Strategies for a Diverse Workforce"

Welcome to "Bridge the Generational Gap: Leadership Strategies for a Diverse Workforce", an essential program designed to equip leaders and employees at all levels the skills needed to navigate the unique challenges posed by generational differences in the workplace. In today's diverse workforce, varying generational characteristics can sometimes lead to disruptions, conflicts, and reduced productivity. This course aims to address these issues head-on and provide actionable strategies for fostering a harmonious and collaborative work environment.

Workshop Rundown

- Introduction
 - What are the Cross-Generational Challenges?
 - Generational Characteristics
 - Greatest Generation
 - Baby Boomers
 - Gen X
 - Millennials
 - Gen Z
- Communication Skills across generations
 - Basic Communication Theory
 - Uncommon Commonalities Exercise
 - Communication Styles/Approaches
 - Persistent Negative in Communication Exercise
- Setting Expectations/Giving Feedback
 - What are expectations?
 - Setting Clear Expectations/Goals
 - Assessing Risk and Building Trust
 - Accountability, Responsibility and Authority
- Tips from Negotiation
 - Key Foundations of Negotiation
 - Interests vs. Positions
 - Closing the deal
 - Negotiation Exercise
- Questions, Discussion and Wrap up



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