

INTENTIONAL COMMUNICATION CONSULTANTS

BRIDGING MULTI-GENERATIONAL DIFFERENCES

“This is truly one of the most unique times in the history of the American workforce. With four different generations converging upon one place, everyone needs to be equipped with practical ways to deal with all of the differences.”
Ken Blanchard

- The forces of generational diversity are sneaking up on many organizations. The Conference Board reports that 66% of organizations surveyed did not even have age profiles of their workers – and 81% did not include generational diversity training.
- Statistical trends clearly demonstrate that the dynamics of this unique configuration of mindsets, beliefs, values and behaviors will become a dominate force that impacts most workplaces globally
- Signs of the changes reflecting generational diversity are already surfacing. Old rules, structures and behaviors are being challenged and redefined. Today's global workplace is a four-generation environment - requiring new communication, emotional and thinking styles skills.

This is critical because generation differences impact all levels of performance and employee retention:

- **Hiring, Promotion & Succession**
- **Values & Perceptions**
- **Motivational Factors**
- **Team Communication & Work Styles**
- **Learning Styles**
- **Interpersonal Relationships and Expectations**
- **Technical Skills & Work Preferences**

Program Audience & Format

- Program appropriate for all levels within the organization
- This 2 – day format can be adapted to a 1 – day program
- Modules available for inclusion in other learning programs

MODULES

1. **Defining Generations – Who Are We?**

2. **Examining and Understanding the Dynamics of a Multi-Generational Workplace**
 3. **Building a New Knowledge and Skill Base** – Moving Employees and Organizations to a New Level of Awareness of the Role of Multi-Generational Dynamics
 4. **Transforming Generational Frames** – Moving Beyond Individual Generational Frameworks by Working with Mindsets, Belief Systems and Perceptual Filters
 5. **How Generation Diversity Reflects Meaning** – The Role that Values Play in the Dynamics
 6. **Generational Dialogue** – How the Quality and Style of Communication Impacts Interpersonal Communication and Workplace Relationships
 7. **Words Matter** – Learning to Speak the Language That Promotes Inter-Generational Understanding
 8. **Exploring Thinking, Emotional and Behavioral Styles**
- **Leadership Styles** - Excelling at Flexibility, Collaboration and Inclusion

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