Today’s workplace is made up of multiple generations. People are working longer and retiring later with the result that for the first time four generations are potentially employed in the same work environment.

This multi-generation diversity offers both enormous advantages and enormous challenges. Never have there been a greater variety of opinions, talents and expertise to draw on in the workplace. Conversely, never has there been greater potential for misunderstanding and conflict.

How can you create a work environment that is sensitive to the differences that do exist among generations, while avoiding falling into the trap of stereotyping? How do leaders sustain a work environment with so many contrasting values? This two-day course will afford the participant the opportunity to address these issues and to provide them with the tools and skills to create truly diverse and dynamic workforces.

**Course duration: two days**

**Target audience:**
Executives, managers, supervisors, team leaders, team members, and anyone else impacted by the effects of a multi-generational workforce.

**At the end of this course, you will be able to:**
- Support team members in working collaboratively
- Recognize varying value systems and develop an action plan for working with them
- Identify when personal sensitivities may be clouding objectivity
- Identify common goals and objectives
- Develop a deeper sense of mutual respect and understanding
- Identify how generational identities translate into different behaviours in the workplace
- Enhance team and organizational dynamics through generational collaboration

**You will learn how to:**
- Distinguish between the generations (Traditionalist, Baby Boomer, Gen-X and Gen-Y)
- Manage multi-generational dynamics
- Create and maintain rapport, finding and expanding the middle ground
- Recognize and work with underlying motivations
- Navigate through differing value systems
- Transform conflict into productivity
- Gain respect for diversity
- Understand the role of leaders in building and supporting team collaboration