

Human Resources

Generation Gaps Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: History

- What Generations Exist in the Workplace
- What Defines a Generation?
- What This Means In Our Workplace?

Module Three: Traditionalist

- Their Background
- Their Characters
- Their Working Style

Module Four: Baby Boomers

- Their Background
- Their Characters
- Their Working Style

Module Five: Generation X's

- Their Background
- Their Characters
- Their Working Style

Module Six: Generation Y's (Millennial)

- Their Background
- Their Characters
- Their Working Style

Module Seven: Differentiations Between Generations

- Background
- Attitude
- Working Style
- Life Experience

Module Eight: Finding Common Ground

- Adopting A Communication Style
- Creating An Affinity Group
- Sharing Knowledge

Module Nine: Conflict Management (I)

- Younger Bosses Managing Older Workers
- Avoid Turnover with a Retention Plan
- Breaking Down the Stereotypes

Module Ten: Conflict Management (II)

- Embrace The Hot Zone
- Treat Each Other As A Peer
- Create a Succession Plan

Module Eleven: The Power of 4

- Benefits of Generation Gaps
- How to Learn From Each Other
- Embracing the Unfamiliar

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations