

## **Rocking Your Comfort Zone – Generations in the Workplace**

In this course you will begin to develop awareness of the types of generational issues you personally face in the workplace and the consequences of actions when working with the wrong generational assumptions. You will explore the life shaping events, values and profiles of each of the generational cohort groups which include the Veterans, Baby Boomers, Gen X and Gen Y populations. The course also opens up awareness to how the generational groups communicate and what other generational groups perceive. The focus of the learning is to begin to help participants think about what strategies and tools they can use to ease generational gap issues by practical application activities that address managing and leading, communication preferences, customer service, recruiting strategies, teaching and more. Participants will walk away from this experience excited to begin to apply what they have learned by creating an action plan to tackle real life generational issues in the workplace.

What you will learn

As a result of this learning experience you will be able to:

- Articulate how political and socioeconomic events influence how we think and behave within the workplace.
- Appreciate and understand the values and motivators of different generational groups.
- Apply theory and develop skills that will enable you to more effectively lead across generational work teams.
- Create an action plan to apply what was learned directly to your workplace generational situations.

Who Should Attend

Course can be targeted for front-line employees, supervisors, managers as well as executive leadership