

MANAGING GENERATIONAL DIFFERENCES

Diversity becomes even more complex when we consider the impact of different age groups working together. For the first time ever, we have four distinct generations in the workplace simultaneously - Veterans, Baby Boomers, Gen X and Gen Y -adding "age" to the challenges and possibilities of workplace diversity. Managers must gain new skills to manage effectively in this challenging environment.

THE PICTURE...

- Gen X and Gen Y together comprise a majority of the American workforce.
- Gen Y is the fastest growing generational group.
- Baby Boomers are re-inventing retirement and returning to the workforce.
- There are more workers over the age of 75 than ever before.

THE GROUPINGS

- Silents or Traditionalists (born before 1945)
- Baby Boomers (born 1946-1964)
- Generation X (born 1965-1977)
- Generation Y or Millennials (born 1978 or later)

KGA INTRODUCES A NEW MANAGEMENT TRAINING MODULE DESIGNED TO TEACH THESE VITAL SKILLS.

TRAINING APPROACH

The goals of this training are to help organizations capitalize on generational strengths, provide leadership in the multi-generational workplace, and understand the why's and how's of retaining each of the four generations in the workplace.

The objectives of this program are for managers to:

- Become aware of the differences that may be present in the generational groups.
- Identify the traits, perspectives, expectations, communication styles, career goals, and values of each generation.
- Assess the possibilities for conflict and creativity of a multi-generational workforce.
- Learn practical ways to lead and manage the multi-generational workforce.

AGENDA

- Review the generational mix –motivators and approaches for each group.
- A look at hidden bias- identify and rectify.
- Consider the role of managers in unifying work groups.
- Identify best practices for the multi-generational manager.



Managing Generational Differences is conducted by Karen Shaw, a Senior Training Consultant at KGA, Inc., with over fifteen years experience in training on topics related to diversity in the workplace. She has a specialty in stress management, sensitivity awareness, and sexual harassment prevention. Karen has been conducting corporate training since 1996. Karen

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IMPROVING EMPLOYEE AND MANAGER PERFORMANCE

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