

# The Multi-Generational Workplace

## Course Description

### Course Objectives

Successful completion of this course will increase your ability to:

- Describe the changing workplace
- Identify the four generations in the workplace
- Describe the characteristics of the four generations in the workplace
- Examine the stereotypes associated with each generation
- Identify potential challenges when interacting with the different generations
- Demonstrate techniques that foster respectful communication with different generations
- Develop an action plan to connect to all generations in your workplace

### How You Will Benefit

As different generations meld together in the workplace, confrontations and misunderstandings percolate. While all generations have their strengths and weaknesses, too often members of all generations get stereotyped and treated differently based on their age. Baby boomers feel like millennials are selfish and treat others like they know nothing of technology. Millennials feel that Baby boomers should respect their opinions and contributions more despite their younger age.

These sorts of communication roadblocks need to be worked out as the working landscape is on the verge of having five different generations working. According to the Harvard Business Review by 2020, Millennials—the people born between 1977 and 2000 —will account for nearly half the employees in the world. The population of working-age adults is expected to decrease by 5% by 2060. This will be a major upset to the workplace structures older generations are used to.

In this program you will learn what distinguishes each generation, how to appropriately communicate with each generation, and how to challenge assumptions commonly made about each generation. As a result, you will be better able to understand your colleagues of all ages and be more open to the strengths and contributions of each generation, making for a more harmonious and adaptable workspace.

### Key Topics Covered

This course explores the following subjects in depth:

- Basic overviews of each generation and where you fit in amongst them
- Background, motivators, values and downsides for each generation
- Tips for approaching each generation
- Identifying and overcoming generational stereotypes
- Communicating with respect
- Techniques for improving your organization

### What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Thorough set of materials: Participant Guide and one-page RM Desk Reference

### Length of Course

- 1/2 day

### Audience

- General Staff

**RESOLUTION  
MANAGEMENT**

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