



Website : www.bcdbh.org

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Generation Gaps

| Date | Venues | (\$)Fees | Book your seat |
|---------------------|--------------|----------|------------------------------|
| 08 Dec -12 Dec 2024 | Kuala Lumpur | 3150 | Register Now |

Course overview

The Generation Gaps workshop will help participants understand the various generations present at work, and understand what motivates them and dealing with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

Course objective

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management
- Leveraging the benefits of generation gaps at work

Who should attend?

- Human Resources Manager
- New managers without previous experience
- Top Management
- Marketing Managers
- Operations Manager

Course outline

- What Generations Exist in the Workplace
- What Defines a Generation
- What this Means in our Workplace
- Traditionalist
- Their Background
- Their Characters
- Their Working Style
- Baby Boomers
- Their Background
- Their Characters
- Their Working Style
- Generation X
- Their Background
- Their Characters
- Their Working Style
- Generation Y



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- Their Background
- Their Characters
- Their Working Style
- Finding Common Ground
- Conflict Management (I)
- Benefits of Generation Gaps
- How to Learn from Each Other
- Embracing the Unfamiliar

Training methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays