

Generational Differences in the Workplace

How will you benefit from this seminar?

Do the challenges of leading a multi-generational workforce cause you constant stress and worry? After all, a leader's purpose is to meet the goals and achieve the mission of the organization. This purpose cannot be easily achieved when generational differences result in conflict, miscommunication, and differing priorities. Leaders who deliver results need a wide-range of skillsets in their managerial toolbox, including clear communication, effective handling of conflict, teambuilding, and employee engagement. By attending this workshop, leaders will acquire a deeper insight into generational differences, including how each communicates, how each handles authority, what incentivizes them and how not to stereotype individuals because of their generational status. The end result will be a multi-generational workforce that works together as a harmonious, cohesive and effective team.

What will you learn?

During this seminar, you will learn:

- Who are the generations within today's workforce?
- Generalized characteristics and personalities (some true, some incorrect)
- Biases toward and stereotypes of various generations
- Values and work goals, styles, strengths
- Work-life balance preferences of each generation
- Communication styles that most effectively reach each generation
- Motivation, empowerment and employee engagement suggestions
- Importance of diversity and inclusion
- Tips for cross-generational teambuilding

Program Outline

- Name the Generations
- Generational Personality Quiz
- Generation Generalizations
 - Characteristics (and misinformation) about Each Generation
- Differences and Similarities and Why These are Important
 - Communication
 - Giving and Receiving Feedback
 - Learning and Development
 - Delegation, Accountability, and Empowerment
 - Values
- Leading the Different Generations
- Teambuilding Across Generations
 - Build your Team Activity
- Tips for Working with Each of the Generations
- Group Activity – Resolve the Problem for Each Generation
- Future Generations

About the Instructor



Jenell L. S. Wittmer, Ph.D. is an Industrial and Organizational Psychologist and Assistant Professor of Management in the Neff College of Business and Innovation at The University of Toledo. Her areas of teaching include Human Resources, with a special focus on Training and Development, Leadership Development, Organizational Behavior, and Results Based Management. Dr. Wittmer is certified as an assessor for Managerial Assessment Centers and is an expert in mid-level managerial coaching and development. She regularly serves as a consultant and speaker on such topics as leadership development, team leadership, disabilities awareness and strategic advantage, training and development for small businesses, and personal communication styles.

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.