

# Managing a Multi-Generational Workforce

## By Angus Carter

### Background

With the changing economic and manpower landscapes, companies are required to adapt to the changing supply of new workforce entrants and make a paradigm shift in their basic understanding, perception of “talent” in a workforce. Workplaces are now more diverse than ever, especially with an aging workforce, we are witnessing an era of a multi-generation workforce.

Workplace dynamics involve the relationships of the workplace, including organizational, team and personal relationships. These are the fundamental moving parts of the workplace, and they’re extremely important in management studies.

We aim to provide an awareness of the perception of each generation of the workforce and provide you with an overview into what drives their behavior and provide you with insights into the various conflicts that may appear in the workplace due to the difference. More importantly, providing tips on how you as an effective manager and leader should engage them individually and collectively to build a high performing team.

### Course Overview

- The Four Co-existing Generations
  - Traditionalists (before 1946)
  - Baby Boomers (1946 to 1964)
  - Gen X (1965 to 1980)
  - Gen Y (after 1980)
- Key findings of Gen Y
- Key findings of Gen X
- Key findings of Baby Boomers
- Key findings of Traditionalists
- Comparative characteristics
- Generational perception of harmonious measures
- Differences in motivational factors
- Corporate best practices to accommodate the multi generations
  - Recruitment and retention tactics
  - Managerial styles

## **Learning Objectives**

- Recognise factors that influence the different generations in the workforce
- Appreciate the strength, contribution and potential of the different generations
- Develop a supportive environment for the multigenerational workforce to work harmoniously
- Engage all members of the workforce for results
- manage a multigenerational team

## **Learning Methodology**

Participants are guided step-by-step through the topics with a combination experiential learning, short lectures, group discussion, video and role play.

## **Target Audience**

Any Manager or supervisor who needs enhanced people management skills and wants to learn how to successfully manage a highly diverse multi-generational workforce.

## **Course Details**

Course duration : 2 days

Course fees : S\$599.00 (includes lunch and two coffee breaks)

Any further enquiries, please contact us at

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