



Management And Leadership

## Managing Multigeneration Teams

## Course Introduction

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A recent study by Ernst & Young identified that **75%** of managers reported managing multi-generational teams as a challenge. To be a successful and effective leader, you will need to know how to quickly engage and capitalize on your multi-generational team and keep them motivated.

This training course is designed to help participants discover how they can develop, enhance, communicate and coach a team from diverse generation and reinforce their strengths to achieve better results.

## Target Audience

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- Managers and Team Leaders.
- Aspiring Leaders.
- Human Resources Professionals.
- Project Managers.
- Executives and Senior Leaders.
- Entrepreneurs and Business Owners.
- Anyone Interested in Team Dynamics.

## Learning Objectives

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**By the end of this training course, participants will be able to:**

- Gain a comprehensive understanding of how leaders and managers can manage a multigenerational team.
- Communicate more effectively and overcome the work ethic differences between the generations

- Discover and reinforce the similarities between generations
- Establish multigenerational work teams that get the job done with managing multigenerational workforce training
- Enhance department and organizational productivity with managing multigenerational workforce training
- Train different generations more successfully with managing multigenerational workforce training

## Course Outline

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- **01 Day One**

### **Enhance Interpersonal Management Skills**

- Establish the foundation of trust and confidence with multigenerational employees
- Recognize the importance of how management styles influence different generations
- Work more successfully with Traditionalists, Baby Boomers, Gen Xers & Millennials
- Deal more effectively with different generations, people and personalities
- Improve how we communicate with multigenerational employees
- Develop action plan to improve multigenerational management and communication styles
- Apply common sensed motivating principles to multigenerational employees

- **02 Day Two**

### **Handling Difficult Multi-Generational Workplace Situations**

- Reward and recognize the different generational employees
- Understand what management styles can lead to conflict with different generations
- Work more successfully with difficult people and personalities
- Recognize the potential liabilities of the different generations
- Overcome the work ethic differences between the generations
- Develop multigenerational collaboration
- Manage employees who are older or have more seniority than the manager

- **03 Day Three**

## Build Solid Multi-Generational Teams (Part 1)

- Help multigenerational employees understand each other & work together more effectively
  - Create more effective multigenerational teams
  - Develop and set clear goals and expectations that get met
  - Increase communication/coordination between multigenerational employees
  - Increase multigenerational employee's accountability and responsibility
- **04 Day Four**

## Build Solid Multi-Generational Teams (Part 2)

- Develop more effective communication skills
  - Improve our listening skills
  - Become a more effective change agent and catalyst for multigenerational change
  - Introduce and implement successful change more effectively
  - Overcome multigenerational resistance to change
- **05 Day Five**

## Get the Most Out of Multi-Generational Teams

- Develop and set SMART goals for multigenerational employee performance
- Use feedback to change behavior and performance
- Develop a 5 step coaching process to improve multigenerational performance
- Make performance evaluations more effective in improving employee performance
- Use a 5 step counseling process to turn multigenerational employees around
- Develop a Performance Improvement Plan – PIP – that really works

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	4250.00 \$	UAE - Dubai

FROM	TO	DURATION	FEES	LOCATION
Oct. 13, 2025	Oct. 17, 2025	5 days	4950.00 \$	England - London

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