

Executive Summary

Title: Generational Issues in Supervision: When Baby Boomers, Gen-Xers and Gen-Yers Collide

Outline of Training: This workshop identifies the generational differences between supervisors and new employees, and the possible replication and parallel process within worker-client relationships. Strategies for acknowledging these differences will be explored and active participation to practice new skills for implementing change in the workplace will play a major role in the training. A variety of small group activities, videos, and simulations will be enhanced by limited lecture material. The training will conclude with the development of individual plans to apply the material to the workplace.

Target Audience:

This training is targeted to the supervisors, managers, and administrators who are trying to cope with differences in work ethic, loyalty, and dedication among the different generations within their work place.

Outcome Objectives for Participants:

Supervisors will:

- List the four generations in today's workplace
- Identify his/her individual generational identity
- Understand the impact of historical, economic, and sociological events on a generation's development
- Identify general characteristics of each generation
- Develop strategies for supervising a multigenerational staff
- Discover motivating messages based on different needs of generations
- Develop and implement an Individualized Learning Plan (ILP) to transfer today's learning to his/her job

Ways that Supervisors can support the Transfer of Learning from the classroom to the job... BEFORE the training

The supervisors can alert the current employees of their unit about the training. Identify some generational issues which they are aware of and come prepared to gain a greater understanding of why there are differences in the generational perspective and how to cope with these.

AFTER the training

The supervisors can implement the training strategies in their units beginning immediately by changing strategies with how they deal with supervisees.

Ways that Managers can support the Transfer of Learning from the classroom to the job... BEFORE the training

Managers can review the executive summary of this training and underscore the importance of effective supervision and the need to have as many tools with which to approach the retention issue as possible. Managers should define the expectations around utilization of the curriculum.

AFTER the training

Managers can review the success of the training and the strategies presented with the supervisors. Managers can also ask to see the supervisor's ILP with a discussion about how to maximize the strategies.