

## Executive Summary

**Title:** The Multigenerational Workplace: Strategies for Effective Communication & Collaboration

Outline of training:

For the first time in history, four generations are present in the workplace, each bringing unique perspective, history and preferences. The potential for misunderstanding and conflict places increasing challenges on staff. This workshop identifies the generational differences between staff that exist in today's workplace and in working with caregivers of all ages. Participants will gain insights, strategies and skills that help minimize generational conflict and strengthen collaboration. A variety of small group activities, videos, and simulations will be enhanced by limited lecture material.

Target Audience: Line workers, supervisors and all staff who work in a multigenerational workforce will benefit as they gain skills that will strengthen their ability to communicate and collaborate with their co-workers.

### **Outcome Objectives for Participants:**

Participants 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 working effectively with different generations

### **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.