

THE ART OF MANAGING DIFFERENT GENERATIONS

With Ron Leong



OVERVIEW

Managers are increasingly grappling with generational differences in their work forces. Problems can arise from differing mindsets and communication styles of workers born in different eras. The frictions may be aggravated by new technology and work patterns that mix workers of different ages in ever-changing teams.

In this program, participants will learn the art of managing different generations by effectively address and take advantage of the difference in values and expectations of each generation.

WHO SHOULD ATTEND

For those who are or will be in a position of leading or manage a team that consist of different generations

THE OBJECTIVES

- Understanding the characteristics of different generations
- Recognize their strength
- Learn techniques to build a better relationship with others
- Acquire a basic skill of team bonding
- Creating a happy and a conducive working environment

WORKSHOP HIGHLIGHTS

DAY 1

Module 1: The History of Different Generation

- 1.1 Why is there different generation?
- 1.2 Is there difference in each generation in different countries?

Module 2: The Retired Gen: Silent Generation

- 2.1 History of Silent Generation
- 2.2 Characteristics of Silent Generation
- 2.3 Is this generation still relevant in today's world?

Module 3: The current work force: Baby-boomers, Gen X & Y

- 3.1 History of these generations
- 3.2 Characteristics each of these generations
- 3.3 How these generations fare in today generation

Module 4: The Next Workforce: Generation Z & Alpha

- 4.1 History of these generations
- 4.2 Characteristics each of these generations
- 4.3 How these generations fare in today generation

DAY 2

Module 5: Working in Harmony with Different Generations

- 5.1 The "Me Too" Feeling
- 5.2 The Power of Connection
- 5.3 The Art of Walking Together

Module 6: Working in Harmony: The "Me Too"

- 6.1 Looking into the similarities
- 6.2 How to get to know in a friendlier manner

Module 7: Working in Harmony: The Power of Connection

- 7.1 Why the connectivity is so important
- 7.2 The 5 ways of connectivity
- 7.3 The Do & Don't in each of these 5 ways

Module 8: Working in Harmony: The Art of Walking Together

- 8.1 Emotional Bank Account
- 8.2 The Way to Deposit into the Account

If you have any enquiries, please contact
+60 (3) 56213630 or
email: info@comfori.com

SBL CLAIMABLE



MINISTRY OF FINANCE
MCF No. 027-000406

