



MANAGING GENERATION GAP

OVERVIEW

There is currently a melting pot of various generations in a given situation or workplace. This is good but it requires a combination of ways we understand, accept and relate with people of each generation for the betterment of society and the organization.

This programme examines generation gaps and solutions for managing and getting the best out of the relationships with each other.

After this programme, participants will be able to:

OBJECTIVES

- ✦ Develop understanding of generational differences and their impact on the modern workforce and society in general
- ✦ Explain the strengths of each generation, their preferred communication styles and their expectations in the workplace and society
- ✦ Incorporate better communication strategies to work better with members of different generations

WHO SHOULD ATTEND?

- ✦ All employees
- ✦ Management

WORKSHOP OUTLINE

- ✦ Module 1: Discovering How Gaps Develop
- ✦ Module 2: Talking About Generations
- ✦ Module 3: The Business Impact of Generational Diversity in the Workplace
- ✦ Module 4: Communication Right for Generations
- ✦ Module 5: Finding Common Ground To Make Right Connections
- ✦ Module 6: Connecting with Customers
- ✦ Module 7: The Right Ingredients: Generational Leadership
- ✦ Module 8: Putting A Plan To Action

If you have any enquiries, please contact

+60 (3) 56213630 or

email: info@comfori.com

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