

# Generations @ Work

## Duration

4 hours

## Course Objective

Age diversity is nothing new, but recently the workplace has been influenced by demographic and societal changes that mean we are now working with more generations than ever before. This course has been developed to provide you with an understanding of the different generational perspectives to improve teamwork through improved communication and understanding.

## Who Should Attend / Target Audience

This course has been developed for anyone who would like to improve their effectiveness by understanding the key motivators and drivers from a generational perspective.

## Learning Outcomes

- Explore the characteristics of the three generations found in the workplace and identify key differences.
- Understand the generational performance motivators and expectations.
- Discuss and analyse common areas of generational conflict.
- Develop strategies to promote workplace cohesiveness and achieve intergenerational respect.

## Course Content

**Reflecting on Your Generation**

**Australia's Generational Profile**

**Characteristics of Generational Groups - Baby Boomers, Generation X, Generation Y**

**Introducing Generation Z**

**Key Motivators of Each Group**

**Common Areas of Conflict**

**Balancing the Generational Mix**

## Availability

In House  Closed Group  Public

Version: 23/7/10