

# Managing Generational Diversity



*Category: Management & Leadership*

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. As managers we need to develop an understanding of the different generational perspectives to achieve a united and productive team.

## Duration

1 day

## Course Objective

This course has been developed to provide you with an understanding of the different generational perspectives and their key motivators and unique characteristics.

## Who Should Attend / Target Audience

This course has been developed for managers, supervisors and team leaders who would like to improve staff retention and productivity by understanding the key motivators and drivers from a generational perspective.

## Learning Outcomes

- Define the characteristics of the three primary generations found in the workplace and identify why differences occur.
- Understand the key motivators of each generational group.
- Discuss and analyse common areas of generational conflict.
- Apply strategies to recruit, retain and lead Generation Y more effectively.
- Identify the challenges for organisations and leaders and apply strategies to meet those challenges.

## Related Courses

- Supervision and Management of People
- Conflict Resolution
- Feedback and Coaching Skills for Managers

## Next Level Course

People & Performance

## Availability

In House  Closed Group  Public

Version: 31/12/09

## Course Content

**Reflecting on Your Generation** - *what influences us.*

**Australia's Generational Profile** - *a snapshot of each group.*

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

**Introducing Generation Z** - *like no other generation before or since.*

**Key Motivators of Each Group** - *our intrinsic needs and values.*

**Common Areas of Conflict** - *expressing our values differently.*

**Recruiting, Managing & Retaining Generation Y** - *adapting your strategies to suit.*

**The Challenge for Organisations** - *retention and fighting the war for talent.*

**Balancing the Generational Mix** - *promoting empathy and respect within the team.*

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