# Leading a Cross-Generational Workforce

Today's workplace is more diverse than ever before. Not only are more people from different backgrounds and cultures working together, but for the first time in history, there could be up to five generations of employees working together. So, how do you get the different generations to pull together as a team? This course will help you understand generational trends, which, in turn, will develop greater empathy for the reasons people may respond differently to the same situation. We will also guide you through the skill sets and tools you need to get the most from your highly skilled, but very diverse, team.

## Session 1
### Understanding the Generations

This session will help you understand generational trends which, in turn, will develop greater empathy for the reasons people may respond differently to the same situation.

- Identify characteristics and values attributed to each generation
- Recognize the nuances of managing a generationally diverse team
- Discover how to establish an environment of open communication among the various generations in your workplace

## Session 2
### Looking Beyond Generational Trends

In this session, you'll look at the perspectives that shape who you are and explore ways to bridge the generation gap by giving employees what they want, no matter their age or background.

- Discuss factors that shape each person's perspectives — including your own
- Describe what employees of all ages and backgrounds want
- Demonstrate an inclusive attitude that avoids stereotypes, embraces differences and allows you to lead others effectively

## Session 3
### Managing Cross-Generational Teams

This session looks at how you can motivate and empower your team to work toward their own goals and commit to company goals by understanding their wants and needs.

- Discuss factors that motivate and empower employees
- Review what employees of all generations want from their employers and leaders
- Determine how to match your leadership style to the needs of your team

## Session 4
### Communicating Across Generations

In this session, you'll discover why asking questions to encourage open communication, being aware of listening filters and knowing how to give feedback are all skills you need to foster a team environment.

- Identify your communication skills, including where you excel and where you can improve
- Describe ways you can better communicate with all generations of employees
- Apply questioning and listening techniques that encourage open communication

- Discover positive coaching feedback models to promote teambuilding

## Addressing Generational Conflict

This session revolves around knowing the best conflict-resolution techniques that fit your employees' needs and leadership style so you can coach your employees through any situation.

- Discuss contributing factors of conflict in the workplace
- Apply conflict-resolution techniques to your leadership style
- Demonstrate self-awareness and coach your team to resolve generational conflict

## Building a Cross-Generational Team That Works Together

This session walks through the stages of team development, so you can work through any obstacles and build a multigenerational team that operates at peak performance.

- Define the stages of team development and determine where generational conflict may arise
- Assess and rate the strength of your current multigenerational team
- Establish a sense of connectedness and belonging on your team

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