

Leading a Diverse, Multigenerational Workforce

Course Overview

It's a global economy with a multigenerational workforce. As companies hire for the future, virtually every workplace is more diverse than it's ever been. While the wide range of active professionals opens the door to more and better talent, the age of your employees — as well as their culture, education, experience and more — affects every aspect of their professional lives, from communication and interpersonal relationships to work habits and expectations.

As a leader, you have the challenge of building bridges among your employees, which means getting to know your team on a personal and professional level so they can reach a productive level of common understanding. In this course, you'll discover how multigenerational perspectives and diverse backgrounds can enrich an organization. Once you develop deeper insight into your employees, you'll examine best practices for overcoming conflict and discuss best practices for engaging and leading a diverse team.

Module 1

Getting to Know Your Team

We all have different perspectives. Age, family dynamics, spiritual beliefs, where we grew up — these unique factors shape us all. In this session, you'll learn how to communicate respectfully with employees at every level of your organization.

- List some of the key factors that shape individuals.
- Explain how personal filters affect how you and your employees evaluate messages.
- Describe how to communicate effectively with a diverse, multigenerational workforce.

Module 2

Addressing Conflict

Conflict can be more likely in diverse, multigenerational workplaces. This module explores common issues that lead to workplace conflict and teaches you how to separate the person from the conflict. Then, you'll examine methods for productive conflict resolution.

- Identify common root causes of conflict.
- Explain why conflict escalates when ignored.
- Discuss methods for addressing and resolving conflict.

Module 3

Showing Your Support

By showing employees that you and your organization care about them, you can reduce turnover, increase loyalty and build relationships within your increasingly diverse workforce. In this session, you'll consider how to keep all employees happy, engaged and productive.

- Identify the employee needs you must meet to better retain a diverse, multigenerational workforce.
- Explain how to create and foster a sense of belonging and connectedness in your workplace.
- Describe how mentorship can build bridges among employees.