

Managing Generations

Young talent has changed. We have a new kind of young person entering the business world, with a fundamentally different world view, set of values, priorities and goals to what their managers and bosses have had.

Generational theory helps us to understand the significant differences between *then* and *now* in the corporate world. It effectively brands a particular group of people by using life-changing events that impact on and shape who we are today. The value of the generational theory is that in viewing people born at similar times as being “grouped” together, we are able to see shared perceptions of reality, common values and behaviours.

For the first time in history, four generations now interact with each other in the workplace. Each generation brings its own set of characteristics, morals, values, beliefs, experiences and attitudes to work. The need to be able to adapt your management style to suit these differences has never been greater.

We are able to look at the attitudes of the different generations to leadership and management; what kind of management approaches will ensure that you gain maximum loyalty, productivity and job satisfaction from each of your employees.

This focus unit looks at the following:

- ❑ **Attitudes to authority**
- ❑ **Respect**
- ❑ **Communication in the workplace**
- ❑ **Conflict Management**
- ❑ **Feedback**
- ❑ **Effective management styles for each generations**
- ❑ **Leadership styles used by the different generations**
- ❑ **Coaching and mentoring preferences including**
 - **The role of coach**
 - **The coaching process**
 - **How to plan for and create conversations**
- ❑ **Customising your style**

We will look at generational preferences regarding each of the above and at what management approaches will work within a business context to understand and capitalise on these differences.

Number of delegates: Minimum 10, maximum 40