



@ASK Training
Attitude | Skills | Knowledge

Working Relationships with Multi-Generational People

Course Code:

ASKMGC

Course Duration:

1 day (8 hours), 9.00am - 5.00pm

Course Fee:

\$600 (\$654 Inc. 9% GST) per participant

Course Venue:

Hotel

Course Dates:

Refer to Training Calendar

<https://asktraining.com.sg/course-schedule/>



Course Synopsis

With five generations serving in today's distributed workforce, wouldn't it be great to know how to collaborate with colleagues of all ages?

As the labour force participation rate of Singapore residents aged 65 years continues to increase, understanding intergenerational differences and learning to tap into the collaborative value of age diversity across an entire team have become essential.

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Course Objectives

By the end of the course, you should be able:

- Develop our understanding of where the generations gap issue surfaces, and the impact it has on the modern workforce.
- Understand and apply language that is specific to each generation currently in the workplace.
- Create positive communication amongst the different generations
- Capitalize on the strengths of different generations.
- Create an action plan for a positive, productive intergenerational workplace.

Course Outline

Understanding Multigenerational Diversity

- To create intergenerational collaboration, you will learn to understand each generation's common characteristics, including their differences and the challenges they face at the workplace.

Creating Intergenerational Collaboration

- To harness the power of every generation, you will learn how to optimise workplace effectiveness through intergenerational collaboration.

Creating Multigenerational Success

- You will learn the concept of multigenerational diversity, and its significance in helping organisations decrease employee turnover expenses, increase the potential client base, and improve succession planning for retirement.

Having an Action Plan

- You will learn how to apply One Minute Goals, One Minute Praising, and One Minute Re-Directs as techniques to communicate effectively and inclusively with employees of all ages.