

## **"Generational Diversity: Managing the Generation Gap"**

- Is there really a generation gap?
- What's in it for you to recognize the differences?
- How do the generations differ in their approach to work?
- What can VPs/Directors/Managers/Supervisors do to smooth out the differences?

"Generational Diversity: Managing the Generation Gap" introduces the four generations and events that helped shape their characteristics and work patterns. The workshop enables people at all levels in your organization to find perspective and provides solutions and practical tools to break down barriers and work more effectively with members of all generations.

Specific topics that will be explored in each generation are:

- Defining events
- Characteristics
- Work preferences
- Perspective on members of other generations

Other topics discussed include:

- How to communicate successfully with all generations
- How to be more effective in recruiting and retaining members of all generations