

## **Training Name: Working across Generation**

Target Group: This course will benefit executives to managers with an interest to improve their communication and leadership skills. The recommended number of participants for each group is 25 pax.

### **1.1. Proposed Program**

Today's business environment may be the first to include five different generations working side by side toward shared economic and commercial goals. For business owners and executives, managing multiple generations in the workplace may not be as easy as it sounds. Each defined generation can have different expectations, communication styles, and perspectives. Nevertheless, adopting a management strategy that addresses the distinctive characteristics of different generations in the workplace can allow employers to harness the respective strengths of their workforce and better compete in the marketplace.

This programme focuses on learning how to understand and build an effective generation at work through their potential and enhance capabilities as team members to really make an impact and to move forward and quickly using valuable approach to making the improvements and transformations that the team and differences of generation required.

### **1.2. Program Objectives**

By the end of the program, the participants are able to:-

- Analyse and understand the differences behaviour in each generation and help others to accept differences and valued one another
- Create awareness to both generations that the work style is different
- Learn proven ways to work with each other by enhancing professional team work
- relationship, competently communicate, applied best strategies (advance of technology)

### **1.3. Program Information**

- The program will be conducted in 2 Days/14 hours

### **1.4. Approach & Methodology**

This 2 days course involves a mixture of short lectures, interactive discussions, games and a number of exercises which the participants will work through individually/in groups to understand concepts and principles discussed in the program.

## 1.5. Program Course Outline

TIME	MODULE	
08:30 - 09:00	<i>Program Registration</i>	
09.00 -10.30	<b>The Generation in 21st Century</b>	<ul style="list-style-type: none"> <li>• Characteristics Of Existence Generation's at workplace</li> <li>• Working Together Stages: Forming, Storming, Norming, Performing</li> <li>• Understand different audience: Uniqueness, purpose and goals, identify skills, strengths, and potential liabilities, identify roles and responsibilities, understanding team dynamics</li> </ul>
10.30 - 11.00	<i>Break</i>	
11.00 - 01.00	<b>Best Leadership for Next Generations</b>	<ul style="list-style-type: none"> <li>• Leading the Generation: Leadership skills, keeping team motivated, staying focused on the goals</li> <li>• Building Rapport: Match and Mirror</li> <li>• Inspiring and Motivating Others: TEAM Principle</li> </ul>
01:00 - 02:00	<i>Lunch Break</i>	
02.00 - 05.00	<b>Respect &amp; Working with Differences</b>	<ul style="list-style-type: none"> <li>• The Communicate effectively with ARTP Profiles</li> <li>• Understanding thinking styles: Activist/ Reflector/ Theorist/ Pragmatist</li> <li>• Working with Filters: Introvert Vs. Extrovert</li> </ul>
5.00pm	<b>END OF DAY 1</b>	

TIME	MODULE	
09.00 -10.30	<b>Managing Generations Conflict</b>	<ul style="list-style-type: none"> <li>• The Blame Game - crisis managemnet</li> <li>• Technique for effectively resolve conflict within team</li> </ul>
10.30 - 11.00	<i>Break</i>	
11.00 - 01.00	<b>Managing Generations Conflict</b>	<ul style="list-style-type: none"> <li>• Importance of EQ in managing conflicts</li> </ul>
01:00 - 02:00	<i>Lunch Break</i>	
02.00 - 04.00	<b>Motivate &amp; Inspiring Others - Sustaining Momentum &amp; Goals</b>	<ul style="list-style-type: none"> <li>• Influencing Languages in communication today - Using technology today to maximize results and performance</li> <li>• Coach and Feedback to Fuel Improvement</li> <li>• Problem Solving for Setting and Achieving Goals: GROW Model</li> </ul>
04.00 - 05.00	<b>Program Recap &amp; Closing</b>	
5.00pm	<b>END OF PROGRAM</b>	

