

## SeminarsWorld® Course Agenda

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### Mixing and Managing Generations

**Instructor(s):** Carlene Szostak

**Length:** 1 day

**Pre-work:** None

**CEUs:** 0.7 / See below for PDU breakdown

**Level:** Core

**Primary Topic:** Leadership Development

**Subtopics:** Conflict Management, Influencing, Negotiations

#### Course Description:

Today, for the first time in history, there are four generations actively engaged in the workplace. This complex mixture of workers, each with its own set of characteristics, motivations and skill sets, often can lead to misunderstandings and complicate or even jeopardize the management of projects.

In the end, the key to delivering any project successfully comes down to the “human” factor. The skills required to successfully manage and motivate across generations requires the project manager to possess high levels of self-awareness, the ability to empathize well and build unambiguous trust. Understanding how different generations of workers relate, are motivated and engaged is critical to the individual project manager’s success.

This session will analyze the wants, needs and desires of each of the generations; what influences them; how that may affect the way they work; and how priorities are formed. In addition, this session will also share the top five ways to “play nice in the sandbox” and keep intergenerational conflict in the workplace from derailing the organization’s goals.

#### Learning Objectives:

*Upon completion of this course, participants will be able to:*

- Analyze and understand current generational trends in the workplace.
- Successfully identify and practice leading teams based on generational differences and similarities.
- Build your personal inventory of useful skills to construct collaborative relationships.
- Develop an action plan addressing issues around diversity and corporate culture, allowing you to successfully lead, rather than manage, projects.
- Design opportunities for cross-generational mentoring.

#### AGENDA

- Welcome & Objectives
- Introductions
- Characteristics of 4 Generations
  - Why are we the way we are?
  - Generations defined
  - What generation are you?
  - Generations statistics
- Communication Styles and Strategies
  - What is communication?
  - How we spend our time
  - Basic communication principles
  - Communication among the generations
  - Social media & emoticons
  - Why social media works at work

- Managing Performance
  - Generations work style characteristics
  - Performance expectations
  - SMART goals
- Learning & Development
  - Generations learning & development
  - L&D tips
- Rewards & Recognition
  - Guidelines for rewards & recognition
  - Generations recognition & reward
- Feedback & Coaching
  - What is a coach?
  - Boss vs. coach
  - What makes a good coach?
  - Feedback & coaching for 4 generations
  - 7 strategies for managers
- Wrap Up & Questions: Apply Your Learning

**Professional Development Units (PDUS)** are one-hour blocks of time spent learning, teaching others, or volunteering. By attending this SeminarsWorld course, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. [View](#) how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
<b>CAPM / PMP / PgMP</b>	0	7	0	7.00
<b>PMI-ACP</b>	0	7	0	7.00
<b>PMI-SP</b>	0	7	0	7.00
<b>PMI-RMP</b>	0	7	0	7.00
<b>PfMP</b>	0	7	0	7.00
<b>PMI-PBA</b>	0	7	0	7.00

