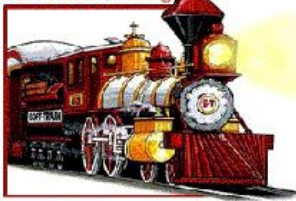


Soft-Train



*At Soft-Train
Technology Works*

Communicating with a Multigenerational Workforce (2 Days)

COURSE GOAL: Able to better identify generational differences, breakthrough stereotypes and create a more productive work environment.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Flex your communication style to meet the generational challenges
- Recognize how values, work style, cultural influences and career expectations influence communicating to different generations
- Create successful knowledge transfer processes
- Reduce interpersonal conflict and ensure success
- Understand the positive and negative effects on technology

KEY TOPICS:

I. Introduction

- A. Technology as the Locus of Conflict
- B. Technology as the Enabler of Potential
- C. Generation Blend

**II. Changing Workforce,
Changing Work**

- A. The Looming Skills Shortage
- B. How Technology Changes Work
- C. Disruptive Impacts of Technology
- D. Outlook

III. Understanding the Generations

- A. Life Stages and Generations
- B. Generational analysis as a Forecasting Methodology
- C. Generation vs. Generalization – A Few Caveats
- D. What is Generational Attitude
- E. Outlook

**IV. Older Workers – Blending
Experience with Technology**

- A. The Silent Generation
- B. Older Boomers
- C. Growing Up – Pre Digital
- D. Technology Issues Facing Older Workers
- E. Outlook

V. Younger Workers – With Great Potential Comes Great Expectations

- A. Who are the Millennials?
- B. Millennials and Technology
- C. Millennials in the Workforce
- D. Outlook

VI. Generation X-ecutive: Leadership from the Outside In

- A. Late-Wave Boomers
- B. Generation X
- C. GenX in the Workforce
- D. Midcareer Workers
- E. Why it Matters
- F. Outlook

VII. Reintegrating Older Workers into the Connected Information Workplace

- A. The Digital Age Gap
- B. Learning Style of Older Adults
- C. First Steps
- D. Moving Beyond the Basics
- E. Connecting the Generations
- F. Keeping Pace with Rapid Change
- G. Outcomes

VIII. Ambassadors of the Future: Turning to Younger Workers for Strategic Insights

- A. Microsoft and the Future of Work
- B. Scenario Planning
- C. Following up
- D. Technology and Society
- E. Forecasts
- F. Outcomes

IX. Across the Digital Age Gap

- A. Are You Clearly Explaining the Benefits of Technology?
- B. Are You Building Bridges, Not Walls?
- C. Final Thoughts.