

**Soft-Train**



*At Soft-Train  
Technology Works*

# Communicating in a Multigenerational Workforce (2 Days) ST00069

**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. Why We Should Care About Generational Attitudes About Technology
- D. Generation Blend

**II. Changing Workforce, Changing Work**

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

**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. Generational Attitudes and Workstyles

**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. Why It Matters: Capturing Knowledge

**V. Younger Workers – With Great Potential Comes Great Expectations**

- A. Who are the Millennials?
- B. Millennials and Technology
- C. Millennials in the Workforce
- D. Why It Matters: Managed Innovation

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

- A. Late-Wave Boomers
- B. Generation X
- C. GenX in the Workforce
- D. Midcareer Workers: Technology Created in Their Image
- E. Why it Matters: Becoming Leaders

**VII. Reintegrating Older Workers into the Connected Information Workplace**

- A. The Digital Age Gap
- B. Serving the Technology Needs of Older Adults
- C. Learning Styles of Older Adults
- D. First Steps
- E. Moving Beyond the Basics
- F. Bringing Skills and Experience to the Connected Workplace
- G. Becoming Comfortable in the Digital Culture
- H. Navigating Unmanaged Information Space
- I. Connecting the Generations
- J. Keeping Pace with Rapid Change
- K. What Other Organizations Can Learn from OATS
- L. 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: Board of the Future 2005
- D. Technology and Society
- E. Refining the Scenarios
- F. Forecasts

**IX. Across the Digital Age Gap**

- A. Are You Clearly Explaining the Benefits of Technology?
- B. Are You Providing a Business Context for Your Technology Policies?
- C. Are You Making Technology Accessible to Different Workstyles?
- D. Does Organizational Culture Support the Technology Strategy?
- E. Are You Building Bridges, Not Walls?
- F. Final Thoughts