

Building Stronger Multi-Generational Teams

OEM: AMA • Code: 02935

COURSE DESCRIPTION

Learn practical strategies for leading, communicating with, motivating, and coaching employees across generations to build stronger, more effective teams.

AUDIENCE PROFILE

- Managers, supervisors, team leaders, project leaders, department heads, and professionals responsible for leading, motivating, coaching, or collaborating with employees from multiple generations.

PREREQUISITES

- This section doesn't contain any content.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Analyze the stereotypes associated with different generations and the workplace factors that shape them
- Select communication approaches that address the needs of employees across generations
- Compare the workplace motivators commonly associated with different generations
- Assess how generational influences can shape responses to workplace conflict
- Apply strategies that use generational differences to strengthen team effectiveness
- Differentiate Gen Z workplace behaviors that reflect generational tendencies from those that reflect limited professional experience
- Coach Gen Z employees more effectively to support their growth and long-term success

COURSE OUTLINE

Module 1: Generational Differences

- How understanding generational differences can improve managerial effectiveness
- Common generational stereotypes and the factors that contribute to them
- Key workforce trends and data that characterize Gen Z in today's workplace
- The value of recognizing generational perspectives without making assumptions about individuals

Module 2: Understanding Communication Differences

- Communication preferences commonly associated with different generations
- Strategies for adapting communication approaches to meet diverse employee needs
- Common myths and misconceptions about generational communication
- Techniques for improving understanding and reducing communication gaps across generations

Module 3: Motivating a Multi-Generational Team

- Workplace conditions and motivators that different generations may value
- Recognition and appreciation strategies that resonate across age groups
- Management practices that foster engagement, inclusion, and commitment
- Creating an environment where employees of all generations can thrive

Module 4: Managing Conflict Within the Team

- The difference between task conflict and relationship conflict
- How generational differences can contribute to workplace misunderstandings and conflict
- The five major conflict styles and when each can be most effective
- Practical strategies for addressing and resolving workplace conflict constructively

Module 5: Leveraging Generational Differences to Create a More Effective Team

- Characteristics of high-performing multi-generational teams
- Opportunities for mentoring and reverse mentoring across generations
- Building collaboration by leveraging diverse perspectives and experiences
- Developing a practical action plan to apply communication, motivation, and conflict-management strategies with your team

Module 6: Coaching Gen Z for Team Success Now and in the Future

- The distinctions between coaching, feedback, mentoring, and discipline
- A practical coaching model for supporting Gen Z employees
- Effective coaching conversations that promote accountability, growth, and engagement
- Practice applying coaching techniques using realistic Gen Z workplace scenarios
- Strategies for helping emerging talent succeed today while preparing for future leadership opportunities