



INTERPERSONAL SKILLS FOR 4 DIFFERENT GENERATIONS

"No one can make you feel inferior without your consent." - Eleanor Roosevelt

This program explores workplace generational dynamics, equipping participants with practical skills to enhance communication and teamwork. Discover key differences in values, expectations, and interaction styles across age groups, along with common misconceptions. Learn actionable strategies to bridge generational gaps, strengthen professional relationships, and foster collaboration. Special focus is placed on leadership's role in creating a unified, productive environment. Gain insights into effective cross-generational communication and build a more inclusive, high-performing workplace.

Key Course Content:

- Professionally communicate with different generations
- Understand different personality styles and how to match your communication style
- Understand the motivations and drives of different generations
- Handle requests that cannot be met, or are outside the scope of your responsibility
- Turn difficult customers and clients into opportunities for the organisation
- Understand how to influence different generations
- Get discretionary effort from different generations
- Resolve conflict by substituting likely inflammatory words
- Punctuate your communications with pauses and tonality changes and see the difference



Target Audience:

Managers and Staff



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.



Get a Quick Quote:

Let us know if you would like an obligation free quote for your organisation.