



Closing the Generation Gap in the Workplace

There are currently five generations in the workforce, and employers faced with mass retirements of baby boomers are looking for ways to prepare for the changes that will result. This one-day workshop examines the history and reality of the generation gap as an issue.

Whether defining the actual limits of each generation is really important, or the merits of people within the context of employment, is the bigger issue that is explored. Understanding others helps us to understand ourselves and to manage the people that we work with. Problems, solutions, and strategies are explored to help overcome issues of the generation gap.

Specific learning objectives include:

- Develop understanding of where the generation gap issue surfaces, and the impact it has on the modern workforce
- Understand and apply language that is specific to each generation currently in the workplace
- Explore organisation strategies that overcome gap issues
- Evaluate the need and effectiveness of recruiting, retention and succession plans in context of the generation gap

Introduction and Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

History in Brief

To begin, participants will look at how the generation gap is defined and where it comes from. Participants will also determine similarities and differences amongst themselves.

Finding Common Ground



As individuals, we have more in common at work than we may think. This session will teach participants how finding things that are in common can be useful when deciding how to approach differences.

Silents, Boomers, Xers, Ys, and Millennials

This session will look at common generation definitions in an effort to understand their history.

Recruiting that Bridges the Gap

During this session, participants will explore generation-specific factors that affect retention and recruiting.

Pre-Assignment Review

This session will review the pre-assignment and explore common generalizations.

Solutions

During this session, participants will identify targeted ways to appeal to different generations.

The Value of Planning

Participants will learn how succession planning and coaching can increase an organisation's sustainability.

Holding on for the Good Times

During this session, participants will look at the effect the generation gap has on retention.

Developing Targeted Retention Strategies

Next, participants will learn how to use the generation gap to their advantage when developing retention strategies.

What We Really Want

To wrap up the day, participants will explore how to use proven techniques to make our workplace engaging.



Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Agenda

	Session One: Introduction and Course Overview
	Icebreaker: This is Me!
	Session Two: History in Brief
	Session Three: Finding Common Ground
	Break
	Session Four: Silents, Boomers, Xers, Ys, and Millennials
	Session Five: Recruiting that Bridges the Gap
	Session Six: Pre-Assignment Review
	Morning Wrap-Up
	Lunch
	Energizer: Thinking Caps
	Session Seven: Solutions
	Session Eight: The Value of Planning
	Break
	Session Nine: Holding on for the Good Times
	Session Ten: Developing Targeted Retention Strategies
	Session Eleven: What We Really Want
	Workshop Wrap-Up

Retention Issues and Solutions

As well as presenting the workshop, Acorn can work with you in developing the solution. Here are some steps which we recommend and can assist with.

Evaluate the ages of your workforce.

Include a formal process to assess manpower planning for the next five to ten years, when we anticipate the workplace shortage to reach critical levels. What



skills will your organisation need? How can you prepare to have the employees that you need?

Develop attraction and retention strategies.

It is not enough just to say that we'll figure it out later or that the government will look after these issues. These are serious issues, affecting the viability of many organisations that provide critical services and products. When an employee approaches you about plans to retire, it is important that you have already addressed the issues of flexible or part-time work, including issues about benefits. This is much easier than trying to adlib your way to a mutually beneficial arrangement.

Look at processes to determine whether you are as effective as you can be.

Many organisations try to do this periodically, and this is the time to do it again. Are there ways that you can streamline or optimize increase efficiency?

Communicate.

Are you an effective, open communicator? Employees value open communication in their bosses and organisations. Open communication helps people to prepare for change, and it's critical that people hear from their organisation instead of hearing things through the grapevine or reading about them on the Internet.

Assess skill development issues.

Are you doing enough to develop the skills of current employees? It is far easier to grow your own staff than to find them elsewhere. Since we know that workers in every generation want to learn, why not encourage that with the ones you have already found and are already connected to your organisation?

Be active in your retention plan.

Each manager has to actively work to retain the knowledge and skills that they already have. Actively reviewing (not annual performance reviews, but reviews that take place on a much more frequent basis), encouraging growth, and addressing needs of your people are just a few things will encourage them to stay. That does not mean that we have to put up with lemons; managers can work with substandard employees and help them move on.

Contact

Ring John on 6217 7000 to discuss your needs. Workshops can be run in house or as part of a larger event.



Enrolment Form – Generation Gap

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to bookings@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course date:
Time: 9.00 a.m. to 4.00 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		

Organisation	
Branch/Division	
Address	
Phone #	
Fax #	

Payment Details

Total price \$595 x _____ attendees = \$_____ \$545 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____
 Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.