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PHOENIX TS

# Multi - Generational Workforce

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

## Course Overview

Phoenix TS' Instructor-led Multigenerational Workforce course examines the history and reality of the generation gap, especially for recruiters, and regarding succession planning within the Federal Workplace

## Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

## Course Outline

### Module 1: Getting Started

### Module 2: History

- What Generations Exist in the Workplace?
- What Defines a Generation
- What This Means in the Workplace
- Case Study

## Module 3: Traditionalist

- Their Background
- Their Characters
- Their Working Style
- Case Study

## Module 4: Baby Boomers

- Their Background
- Their Characters
- Their Working Style
- Case Study

## Module 5: Generation X

- Their Background
- Their Characters
- Their Working Style
- Case Study

## Module 6: Generation Y

- Their Background
- Their Characters
- Their Working Style
- Case Study

## Module 7: Diffractions Between Generations Gaps

- Background
- Attitude
- Working Style
- Life Experiences
- Case Study

## Module 8: Finding Common Ground

- Adopting a Communication Style
- Creating an Affinity Group
- Sharing Knowledge
- Case Study

## Module Nine: Conflict Management

- Younger Bosses Managing Older Workers
- Avoid Turnovers with a Retention Plan
- Breaking Down the Stereotypes
- Case Study

## Module 10: Conflict Management (II)

- Embrace the Hot Zone
- Treat Each Other As A Peer
- Create a Succession Plan
- Case Study

## Module 11: The Power of 4

- Benefits of Generation gaps
- How to Learn From Each Other
- Embracing the Unfamiliar
- Case Study

## Module 12: Wrapping Up

- Words from the Wise

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Starting at **\$795**

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**GSA**



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