



**Schulich**  
School of Business  
Executive Education Centre



# Managing Across Generations for Stronger Teams

*Learn the secrets to bridging communication gaps between generations and how to manage, lead and influence to move multigenerational teams forward.*

*SEEC Moments of Insight include:*

Understanding the symptoms of generational fatigue that are limiting the organization's potential and why it is happening.

Shifting communications patterning to the needs of the listener to ensure that the message sent is the message received.

Improving decision-making processes related to the four workplace cultures to help move teams through organizational change.



## Online Program

Register and begin learning anytime.



### Benefit from the following features:

- The ultimate in just-in-time learning. Need to know right now? Learn it now!
- Flexibility and convenience: accessible anywhere 24/7 to suit your schedule.
- Associated with higher rates of comprehension and retention through self-paced learning and revisiting material as required.
- Saves on time, money and anxiety associated with being away from the office.
- A greener alternative which reduces your carbon footprint with less commuting and paper consumption.
- Provides a risk-free environment conducive to the practice and development of soft skills.

Register Today / Complete Details

[seec.online/11325](http://seec.online/11325)

Developed by...



**DONOHUE™**  
LEARNING



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# Managing Across Generations for Stronger Teams

Become a highly adaptable and successful communicator.

## Why is your multigenerational staff unhappy, unenthusiastic and unproductive?

Today's workplaces features **three, and soon to be four, generations, each with their own modes of communication and technology usage.** Yet organizational leaders are **failing to connect with two or three generations of employees without even realizing it,** leading to stress, disengagement and extremely low levels of efficiency.

This course will teach managers how to **shift their approach for each worker generation in order to bridge the workplace communications gap.** Using nine simple leadership skills, you'll learn techniques to break down barriers and reduce stress, **leading to higher levels of productivity, engagement and project success.**

## Top Take-Aways

1. **Generational EQ** (emotional intelligence) to hone negotiation and consensus-building skills
2. **Generational IQ** to create a high-performance workplace and mitigate employee churn
3. Understand the **triggers and symptoms** that result in communication breakdown
4. Learn the **cultural roadblocks** that are impacting trust and productivity
5. Leverage the concept of **anchoring moments** to impact the different generations
6. Use **motivational triggers** to increase engagement for each generation
7. Perfect your **verbal and written communication skills** by using generational sentence patterning

## Who Should Attend

This program is suitable for managers and executives of all functional areas, including:

- GenX managers dealing with managing Millennials and Baby Boomers.
- Millennial individual contributors looking to enhance communication skills with management.
- Team leaders and potential new leaders.

### It's been proven that applying these 9 Skills™ will help managers:

- Reduce stress by up to 34%
- Increase ability to finish projects and achieve goals by 11%
- Increase financial well-being as great communicators are 1.7 times more likely to outperform their peers financially.

## Overview of Learning

There are three modules, each consisting of four 10-minute online lessons and four homework assignments done offline and then submitted. In the assignments you are given a situation to reflect on it using the concepts taught in the lesson.

### Module #1 Generational Engagement

Introduces you to how each generation learns, what they fear, their approach to work, their engagement triggers, if and why they need a mentor, and how to build culture with each generation.

### Module #2 Generational Value

Introduces you to triggers and symptoms of communication breakdown that destroy a team member's sense of value, causing them to quit or to quit working; including how generations frame feedback, how they articulate anger, and typical responses by generations to not feeling valued.

### Module #3 Generational Trust

Introduces you to cultural roadblocks that prevent trust from developing between generations, thereby limiting overall productivity including how to reward team members, what drives trust, leadership perception, and attachment to vision and mission.

Learn more about the program. Visit us online to watch an introductory video.

[Complete Details / Register Today](#)

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More Questions? Get in Touch!

Tel.: 416.736.5079 | 1.800.667.9380  
or email [excedinfo@schulich.yorku.ca](mailto:excedinfo@schulich.yorku.ca)

### Online Program

Register and begin on-demand.

### Registration Fee

\$950 + applicable taxes

### Registration Details

- Tuition includes access to all online teaching materials. Designated resources may be downloaded and retained.

- Choose your own pace and time commitment to the course for completion within a 4-month period.

- Upon successful completion, a Certificate of Course Completion will be e-mailed.

- Modules, speakers, topics, dates, fees, and delivery method are subject to change.

- See complete details online.