



# Working within a Multi-generational 1 Day Team

## Tips and techniques to keep all generations engaged

Clearly, one of the biggest challenges facing many organizations and managers today is managing employees who are part of different generations. How do you get the most from Gen-X and Gen-Y? How do older and younger generations of workers adapt and connect to one another's behavioural styles. How do you keep Boomers generation commitment?

### HOW YOU WILL BENEFIT

In this 1-day workshop you will learn how to interact in a highly efficient way with each generational segment.

After the workshop, you will be able to:

1. Better communicate with Generations X and Y
2. Understand what motivates each generation
3. Lead a multi-generation team

### WORKSHOP DESCRIPTION

#### Understanding the Demographics

- What is the generation mix in today's workplace?
- Impact of demographic trends
- Defining generational groups such as Gen-X and Gen-Y, Veterans, and Boomers
- How each generation equals different points-of-view on work ethic

#### Leading Multi-generational Team or Projects

- **M.E.E.T.** The generational communication process
- How to get engagement and buy-in
- What each generations is looking for in
  - A leader
  - A colleague
  - A team-mate
  - The organization
- Tips to get team players from different generations to work together
- Adapting communication style to connect

#### Best Practices

- Generation mix best practices
- Organizational and individual action plans

*The session is very interactive and dynamic. Team exercises and discussions are built in to develop the participant's knowledge and skills quickly. The handbook is user friendly and acts as a great refresher.*

### BUILD YOUR COMPETENCY IN

- Generational uniqueness understanding
- Coping with generational differences
- Adapting and connecting with others

### ATTEND THIS WORKSHOP IF YOU...

- Wish to improve your sphere of influence across generational groups
- Manage teams, supervise others, or lead projects
- Have departmental responsibilities over many staff

### HOW TO REGISTER

To register, call **(613) 727-7729**

Or email [training@algonquincollege.com](mailto:training@algonquincollege.com)

**Dates: December 10, 2009**

8:30 a.m. to 4:00 p.m.

**Fee: \$350 (plus GST) for 1-day program**

**Location:** 340 Albert Street, 11<sup>th</sup> Floor  
Constitution Square, Ottawa

*Check-in, coffee and muffins start at 8:00 a.m.*

*Afternoon refreshment provided.*

*Participants receive an Algonquin College Statement of Achievement. Group size is limited to 20.*

*On-site delivery of this workshop is available.*

**BERNARD HUDON**, bilingual, brings over 18 years of management experience from the private and public sectors. He has served as Director for non-profit organizations in the training and development area; and he has taught in Business Management programs at the college level.

Bernard holds the RPT Designation (Registered Professional Trainer), MBTI® Qualified Administrator, he is an accredited Emotional Intelligence Certified Coach, and has his degree in Business Administration. He uses the latest multimedia tool, has a creative approach to adult learning, and applies his dynamic style and sense of humour to enhance skills development.

In a nutshell, Bernard's teaching focus is on essential skills development. His workshops include such topics as Visionary Leadership, Harvesting Corporate Knowledge, Empowering Gen-X & Gen-Y, Delivering Successful Projects, Developing Team Effectiveness, Embracing Change, Assertive Communication, and Win-Win Negotiation, to name a few.