

## Leading Multi-Generational Teams

Every generation has a valuable contribution to make. As a team leader it is important to recognize what differences exist and how best to leverage individual talents and expertise. Within the team, conflicts may arise due to generational differences, and learning how to effectively build a bridge of communication and broker harmonious relationships is key to success.

### Takeaways

- ☑ Our “Leading Multi-Generational Teams” Learning Guide
- ☑ Job aids to support recognizing Insights personal styles and how best to communicate and engage with that style
- ☑ Strategies around: valuing the differences of the generations, resolving conflict within generations and how to manage multi-generational teams
- ☑ Best practices from others who have successfully lead multi-generational teams.
- ☑ Plan for building connections with all team members

### Agenda

- Defining and understanding the generations
- Changes in the workplace – the evolutions that has brought four generations together
- Valuing the differences of each generation
- Tips for resolving conflict within generations
- Managing a generational-varied team
- Appreciating differences
- Action planning and goal setting

**PDU:** 4

**Duration:** 4.5 Hours

**Investment:** \$395

**Prerequisites:**  
None

**Delivery Methods:**  
Instructor Led Classroom  
Virtual Live  
Custom Class In-House

#### Who Should Attend:

Executive/Senior Managers  
Stakeholders  
Project Managers  
Program Managers  
Team Leaders

Call Insights at 360-876-5153  
to enroll online at  
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