

Webinar on

Handling Generational Conflict on Your Team

Learning Objectives

- Main characteristics of the Baby Boomer, Generation X, Generation Y and Generation Z workforce*
- Typical areas where conflict occurs*
- Different communication styles of the generations*
- Managing a diverse generational work team*
- Creating a productive diverse generational work team*
- Utilizing the strengths of each generationally diverse member*
- The use of technology as a source of conflict*
- Managerial interventions to resolve generational conflict*

In this webinar, you will learn techniques to address conflict and to no longer fear to handle a dispute.

PRESENTED BY:

Audrey Halpern is a soft skills training facilitator consultant with 20+ years of experience. Audrey is currently a faculty member of the American Management Association where she trains communication skills.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

Today, there are four different generations of employees in the workplace. These include Baby Boomers, Generation X, Generation Y and Generation Z employees. Since each of these employees has been affected differently by their upbringing, it should be no surprise that conflict may arise between different members of these generations. In this webinar, a brief overview of the characteristics of each of these generations will be given. Afterwards, some typical areas of conflict will be highlighted with possible solutions.

The webinar will also examine the different styles of the generations and how it contributes to conflict. While this may be challenging, the management of a diverse generational work team is possible.



Some of the conflict inherent in such a situation can be minimized when considering the characteristics of each possible employee or team member and then creating a team with complimentary strengths. The use of technology is also a potential source of conflict and suggestions on how to handle it will be given. Finally, various managerial interventions (training, coaching and mediation) will be considered in dealing with generational conflict in the workplace.

There are four generations that are part of our workforce. Many times, these four different generations are on the same team. When this occurs, it is necessary to know how to deal with persons that were born at different times and learn what has influenced them to be the way they are. Generational differences can lead to conflict and can only be understood if viewed as another layer of culture that can be managed.



Who Should Attend ?

Human Resource Managers

Managers

Team Leaders

Team Members

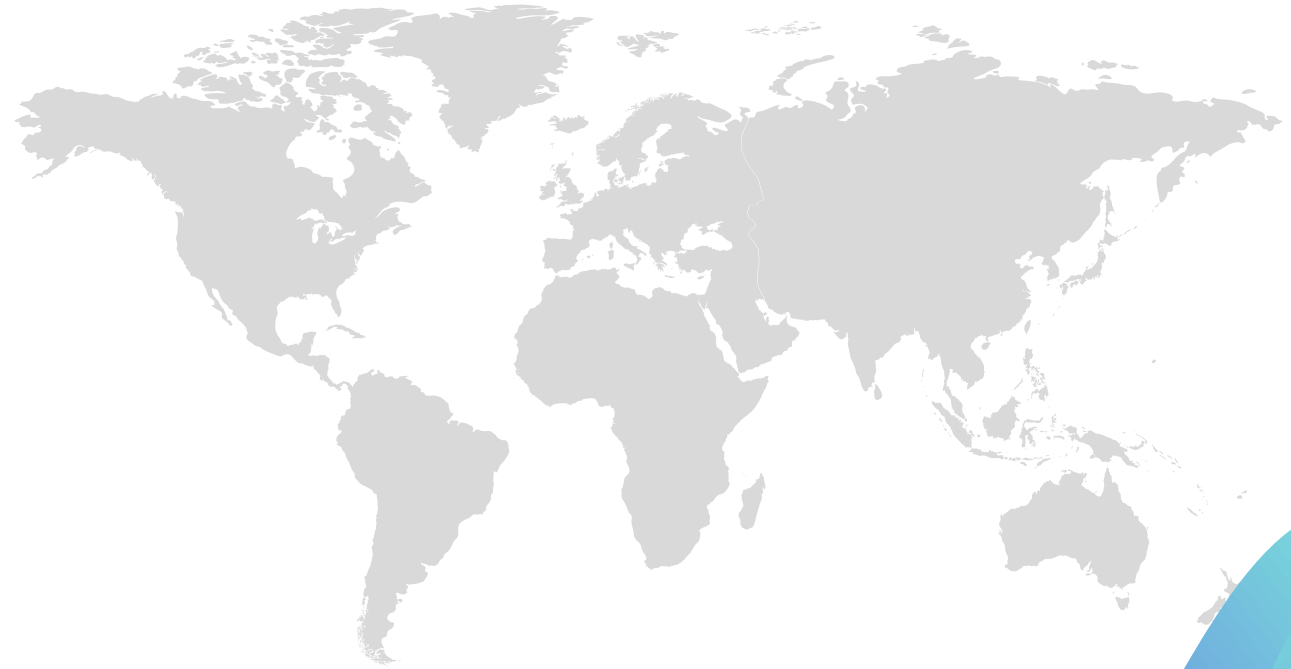
Trainers

Ombudsmen

Project Managers

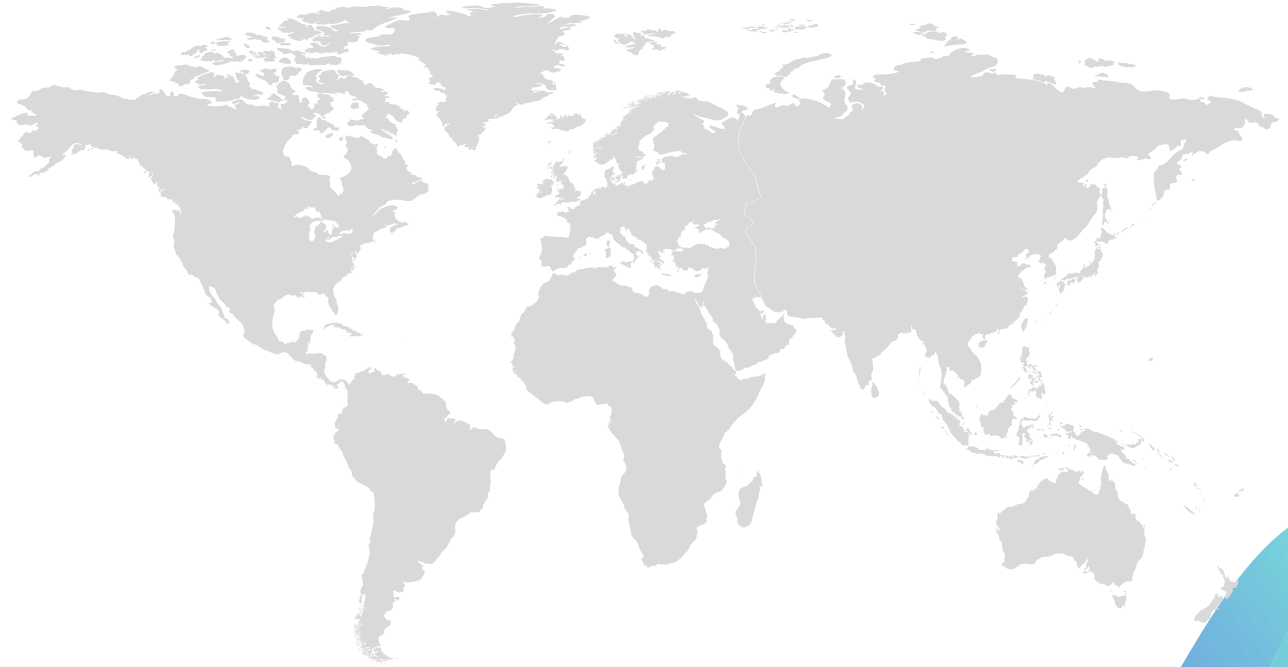
Talent Development

Consultants



Why Should Attend ?

Generational conflict can lead to reduced productivity as well as result in a decline of morale that comes from the tensions that arise on a team. By attending you will learn the main characteristics of each generation that populates our workplaces and how this knowledge can help you address the conflicts that inevitably occur. In this webinar, you will learn techniques to address conflict and to no longer fear handling a dispute.



To register please visit:

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