



# Managing a Multigenerational Team

🕒 3 CPD Hours

**INTERMEDIATE** – For experienced practitioners who have a sound understanding but would like to further improve their skills.

Whilst the fundamentals of leadership (purpose, achievement, trust, commitment, accountability, results and engagement) don't change what in fact changes is how each generation expresses these needs and their expectations of how their employers fulfil them.

Research from Harvard University shows organisations that embrace and integrate diversity are more creative, innovative and ultimately productive.

McKinsey research also determined that public companies "in the top quartile for generational, racial and ethnic diversity are 35 percent more likely to have financial returns above national industry medians." (Forbes)

This 3-hour session will give participants the opportunity to understand the concepts of Generational Literacy, Unconscious Bias and Emotional Intelligence and their impact on personal, team and organisational success.

#### Participants will:

- Recognise, understand and respect generational differences and commonalities.
- Anticipate common generational clash points and develop strategies to navigate them.
- Identify how generational differences may affect communication and teamwork.
- Increase awareness for different generational needs and motivations.
- Capitalise on common values and goals.
- Be aware of, and check organisational and individual unconscious bias
- Build relationships across generations.
- Create a framework/plan to deliver personal, team and organisational results.
- Create a framework for fostering multi-generational collaboration, leading to more engagement.
- Distinguish between a generational problem and a common management problem.

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## Session Outline:

### Understanding the Impact of generational differences.

- Recognise the four generations that make up the workforce
- Describe meaningful differences among the generations in their workforce and the origins of those differences
- Recognising what the generations have in common
- Understand the appropriate communication and management preference for each generation in order to best manage and motivate them
- Analyse scenarios that could be interpreted differently due to generational differences

### Understanding the Impact of unconscious bias:

- Recognising and mitigating unconscious bias
- The effect of projecting your values onto others
- Learning to adapt your behaviour in ways that will create a more productive, diverse and inclusive working environment

### Understanding emotional literacy:

- Becoming more aware: Noticing how you think, what you do and your impact on others
- Becoming more intentional: Managing your thoughts and behaviours to drive engagement and performance
- Becoming more purposeful. Planning, leading and role modelling'

### The session involves the concepts of adult learning theory, being that learners:

- Are internally motivated to learn—they choose the topics they are interested in;
- Need to know the reason why a particular piece of information is important for them to learn;
- Want to apply new skills and knowledge immediately in real world situations; they generally learn best by doing;
- Want to draw upon their past experience to put the new information they are learning into their own real world context; and
- The 70:20:10 learning and development model

70%

of learning comes from experience, experiment and reflection.

20%

derives from working with others.

10%

comes from formal interventions and planned learning solutions.

Whilst the classroom session delivers the formal learning, 10%, the additional 90% will be attended to by practical exercises, ongoing reflection, measurement, coaching, workplace projects and experience.



### Presenter - Steven Colligan

Steven is a registered psychotherapist and organisational development specialist with over 20 years' experience. Steven specialises in: Capability building, Business Transformation, Change Leadership and Human Resources Transformation.

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