

# Intergenerational Communication

2 x 3 (hour) modules

***The well tried and tested communication channels are skills that all of us need to know also, with the many workplace changes associated with the 21<sup>st</sup> Century workplace both generational & cultural, our ability to be heard and understood is becoming more difficult.***

***This program will give participants the skills and knowledge to be able to communicate and understand communication preferences across each generation and the language differences that relate to their individual understanding of the world and how it is used.***



## How you will benefit

- Better able to confidently and effectively communicate in the workplace
- Improve the team and home dynamics
- Understand and use the “new” language
- Develop tolerance and understanding
- Reduce the frustration level of not getting and receiving verbal and non verbal messages
- Improve overall business performance

## Who should attend?

- Senior managers
- Line managers
- Sales and marketing
- HR professionals
- Training staff
- Persons who work in a multi generational workplace

## How will it be delivered?

*Intergenerational Communication covers two modules of three hours each run over two weeks. After the first module participants will given workplace activities to practice and apply.*



***“The problem with communication is the illusion that it has been accomplished.”***

***George Bernard Shaw***

## What you will cover

- Understanding that it is not a generation gap but a communication gap and how it should work in the workplace
- Define the generations and how they communicate with preferred communication channels
- Understanding the impact of cultural diversity in the communication channels
- Defining communication and how it relates to each generation and the strengths and weaknesses of each generation
- Getting back to basics of listening, understanding of what is being “unsaid and looking for it.
- Identifying generation barriers and how to overcome them
- How to make better use of technology to communicate across generations
- Developing a clear understanding of what is meant, not just said
- Engaging and retaining communication strategies and how to implement them successfully.