

Workshop title - Inclusive Leadership

With older workers retiring later in life and 'Gen Z' now entering the workplace, for the first time in history five generations will soon be working side by side. This level of diversity can certainly provide benefits in terms of the backgrounds and perspectives that each generation brings, but it can also lead to misunderstanding and conflict.

Whether this multi-generational workplace feels happy and productive or challenging and stressful can be hugely influenced by the role of the Manager/Team Leader. How should you relate to employees of different age groups? How do you motivate someone much older or much younger than you? And what can you do to encourage employees of different generations to share their knowledge?

This workshop helps Managers and Team Leaders address the potential for conflict and shows them what steps they can take to proactively minimise that potential and ensure a positive environment for all—one in which multiple perspectives and generations can thrive.

Course objectives

By the end of this workshop, participants will be able to:

- Outline the differing perspectives of multiple generations in the workplace
- Identify approaches for reducing generational tension amongst colleagues
- Demonstrate techniques for appreciating and respecting alternative views and ideas

What does it cover?

Part 1 - 'The Generation Game':

- The challenges of managing multi-generational teams:
 - Appreciating where people are coming from – e.g. workers who are in their 20s are used to discussion and engagement because that's what they had in the college environment.
 - Being aware of generational tension among colleagues and a potential lack of respect for someone who's of a different generation.

Part 2 – 'Open your world':

- What role the Manager/Team Leader plays in:
 - Valuing contribution - recognising the distinct sets of skills and perspectives that individuals bring to the table
 - Hearing people out - appreciating and respecting alternative views to minimise misunderstandings
 - Guiding and supporting - helping people make the transition from school to the workplace by providing insights, encouraging debate, and building collaborative relationships

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