Communication Styles and the Generations

Core Competency Addressed in this Class:

Developing Self
Use effective interpersonal skills, showing sensitivity and respect for others, being responsive to their needs and abilities, and providing constructive feedback.

Leading People
Evaluate how your organization demonstrates and supports respect for diversity and inclusiveness.

Class Duration: One Day

Objective:
Communication styles and generational differences affect how employees function and relate to one another, ultimately affecting the customer's experience and the bottom line of your organization. Gain insight into understanding your work teams as you learn about communication style preferences and generational differences in customer interactions, manager expectations, and work ethic.

Desired Learning Outcomes:
By the end of this class the participant will be able to:
1. Improve employee communication by describing generational preferences
2. Motivate employees by using generational preferences in reward and feedback
3. Decrease unproductive team conflict by identifying strategies to address specific generational management issues