

PEOPLE ARE AN  
ORGANIZATION'S MOST  
VALUABLE ASSET

MANAGING A  
MULTIGENERATIONAL  
WORKFORCE REQUIRES  
SUPERB  
INTERPERSONAL SKILLS



## Do you feel competent to lead a multigenerational team?

There are many dimensions to diversity, including age and generational diversity. Today, more than ever, a wide variety of generations work together. People are retiring later for various reasons. There could be up to 5 generations working together with employees who work well into their 70s and 80s.

Friction is bound to occur due to misunderstandings and different preferences regarding communication styles, values, and expectations.

The challenge for team leads and supervisors at all levels is to ensure people from different generations can work well together and feel included, respected, and valued.

There are many advantages to a multigenerational workforce to include opportunities for mentoring, creativity, innovation, problem-solving, more targeted marketing, and better customer skills

What would be possible for you to leverage the strength of a multigenerational team effectively?

### AN INVESTMENT IN YOUR EMPLOYEES:



Increases  
Performance



Retains  
Talent



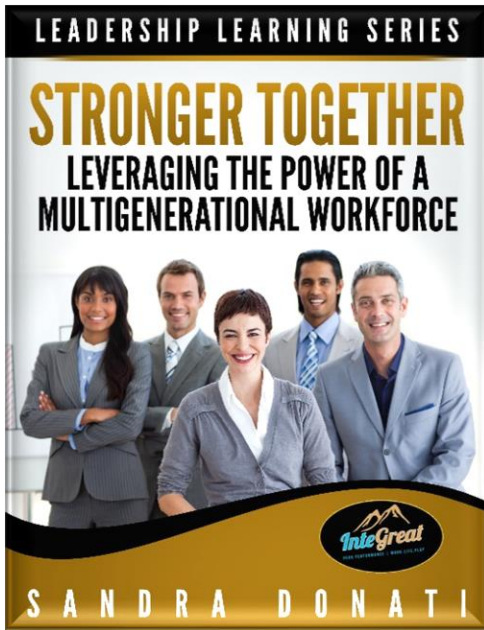
Drives Creativity  
& Innovation



Creates better  
Collaboration



## Workshop Handbook



### WHO SHOULD ATTEND?

Managers

Team Leaders

Individual Contributors



**CAGE CODE:** 7ZEF6

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**Stronger Together: Leveraging the Power of a Multigenerational Workforce Workshop** will teach participants how to improve their skill sets to effectively manage a multigenerational team.

Implement my leveraging the power of a multigenerational workshop today. I have designed engaging participant materials, discussions, and learning activities that teach participants the following key concepts:

- Identify the characteristics of different generations
- Analyze the possible areas of friction between generations at work
- Develop strategies to resolve the differences between generations and foster cooperation at work
- Develop an action plan for managing generational workplace differences.

After the workshop, participants will have a clearer understanding of generational strengths and what each generation can learn from others, how to manage the generation gap in the workplace, and an action plan to increase one's competency for leading a multigenerational team.

### READY TO GET STARTED?

Here's how to implement a successful communication initiative workshop in three easy steps:

1. Decide – I'll help you decide who gets the training and why.
2. Prepare – I will customize your workshop to exceed your expectations.
3. Deliver – I will deliver the training in a fun and engaging way that will help make the learning stick.

Sandra Donati, EdS, is a faculty member at American University's School of Public Affairs where she teaches graduate level courses in public management and policy. Sandra is the President, InteGreat Peak Performance. Work. Life. Play. LLC, specializing in organizational leadership development, employee engagement, change management, consulting and coaching with over 700 coaching hours. Prior to her retirement in 2018, Sandra was the Provost, Leadership Academy at the Pentagon Force Protection Agency (PFPA) responsible for the design and launch of the leadership academy in 2014. Her work at PFPA focused on leading change in a complex environment and teaching all levels of PFPA leaders from her Aspiring Leader Program, Leadership in Police Organizations Program, and executive level development program where she taught and graduated over 200 students.

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