

## CLOSING THE GENERATION GAP

<b>Unit Standard</b>	<b>252043</b>
<b>NQF Level</b>	<b>5</b>
<b>Credits</b>	<b>6</b>
<b>Duration</b>	<b>1 Day</b>
<b>Organisational Development Area</b>	<b>All Levels of Management</b>

### SYNOPSIS

Whether defining the actual limits of each generation is really important, or the merits of people within the context of employment, is the bigger issue that is explored. Understanding others helps us to understand ourselves and to manage the people that we work with. Problems, solutions, and strategies are explored to help overcome issues of the generation gap.

We will explore problems, solutions, and strategies to help overcome issues of the generation gap. This course is tailored to fit your department's unique needs and provides the learner with the information that leads to a deeper understanding of all the generational perspectives. This is an enlightening course that delivers more than it promises: it brings understanding, appreciation, and insight.

### COURSE OUTLINE

- History in brief – The generation gap defined;
- Speaking across generations;
- Solutions: Ways to appeal to different generations;
- The value of planning;
- Developing targeted retention strategies;
- Proven techniques to make our workplace engaging.

### COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Develop understanding of where the generation gap issue surfaces, and the impact it has on the modern workforce;
- Understand and apply language that is specific to each generation currently in the workplace;
- Explore organisation strategies that overcome gap issues;
- Evaluate the need and effectiveness of recruiting, retention and succession plans in context of the generation gap;
- Managing team members taking into account similarities and differences;
- Dealing with disagreements and conflicts arising from diversity in a department.