

## **CROSS GENERATION COMMUNICATION @ WORKPLACE**

### **WORKSHOP**

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



### **INTRODUCTION**

Now in the fast paced VUCA era, one gap in particular had started to be one of the major challenge in many organizations globally – The Generation GAP. In many organizations, the differences of attitude, behavior, thinking and emotional intelligence cross generation had created a lot of fictions and frustrations among talents. The failure to solve this challenge will result in lack of productiveness and even high turnover rates. Breaking the gap issue to a more specific matter is the failure to understand and communicate effectively cross generation.

This program is designed to create the awareness, groom and train the participants to communicate better and most importantly, effective. With experiential learning method along with a better understanding on how communications work, tools, tips and the best attitude to go with it the participants will be able to raise the bar and benchmark of the effectiveness level of their communications hence an increase in connections and collaborations within the organization will result in higher return of investment in the future.

### **BENEFITS**

At the program's conclusion, participants should be able to:

- Understanding the GAP between generations and how to bridge it.
- Withdrawing the ownership and responsibility from the participants to create change.
- Understanding the true meaning of an effective communication and the essential elements of communications.
- Identifying their own strengths and room for improvements in terms of communication between generations.
- Profiling and understanding other people to better understand how to connect effectively.
- Adapting and navigating through different generation.
- Sharpen their skills to present by effectively creating their presence, efficiently using non-verbal communication and also utilizing the room and space.

- Aware of the best attitude to drive and compliment their skills and knowledge.

## **KEY CONTENT**

### **DAY 1**

#### **MODULE 1: HELLO, LETS GET STARTED**

- Program Context Setting
- Working Agreements
- Icebreakers
- What is this thing we call GENERATION GAP??
- ICSA Model Part 1

#### **MODULE 2: ATTITUDE CHECK**

- Responsible vs Victim
- Taking Ownership – If It's To Be It's Up To Me
- The Commitment Walk
- The Formula - Commitment + Actions = Result

#### **MODULE 3: CROSS GENERATIONS UNDERSTANDING USING DISC**

- DiSC Individual Profiling
- Strengths & Room For Improvements
- The Difference Behaviour Cross Generation (Gen X vs Gen Y)
- Profiling The People
- Discover, Navigate & Adapt (DNA)

### **DAY 2**

#### **MODULE 4: EFFECTIVE COMMUNICATIONS @WORKPLACE**

- Defining Effective Communication
- The Key Elements of Communications
- Communication Hot Seat Challenge
- Effective Responses & Listening

#### **MODULE 5: ISSUES & CHALLENGES @WORKPLACE**

- Cross Generation Communication – Issues & Challenges
- The Electric Maze
- ICSA Model Part 2
- Going Beyond The Comfort Zone

#### **MODULE 6: GENERATION VALUES IN COMMUNICATIONS**

- Individual Values Elicitation Process
- Differences In Values (Gen X vs Gen Y)
- Overcoming Considerations
- Open Forum
- Feedbacks Sharing Learning

## **AUDIENCE**

- Non-executives leaders
- Executives
- Senior Executives
- Asst Managers
- Managers
- Management team

- Trainers

## **METHODOLOGY**

The method of learning would include:

- Experiential Learning
- Content Based / materials
- Audio/ visual aids
- Assessment base
- Case studies reference
- Feedback / sharing
- Role-play