

MANAGING ACROSS THE GENERATIONS

““Bridging Generational Gaps to Build Stronger, Inclusive, and Collaborative Teams””

Schedule

Date	Venue	Fees (Online)
05 Feb 2026	Online (Live Virtual)	USD 450 per delegate
26 Mar 2026	Online (Live Virtual)	USD 450 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

For the first time in history, five generations are working side by side in today’s workplace. While this diversity presents an incredible opportunity for innovation and learning, it also brings communication challenges, differing work values, and leadership dilemmas. Managing generational diversity requires awareness, adaptability, and inclusive leadership skills.

This 1-day live virtual course equips leaders, supervisors, and team managers with the knowledge and tools to lead multi-generational teams more effectively. Participants will explore generational preferences, uncover common workplace misperceptions, and develop strategies to foster trust, motivation, and collaboration across age groups.

Objectives

- By the end of this course, participants will be able to:
- Understand the defining traits and values of each generation in today’s workforce
 - Recognize and manage common intergenerational tensions and misalignments
 - Adapt leadership and communication styles to meet diverse needs
 - Foster collaboration, engagement, and learning between age groups
 - Create an inclusive team culture that values generational perspectives

Why Attend

- Improve productivity and cohesion in age-diverse teams
- Reduce misunderstandings and bias between generations
- Motivate employees with different work ethics, priorities, and communication styles
- Learn how to transfer knowledge between older and younger team members
- Future-proof your leadership by embracing age diversity as a strategic advantage

Target Audience

This program is designed for:

- People managers and team leaders
- HR professionals and talent development teams
- Department heads and supervisors
- Anyone managing teams with a mix of generations

Individual Benefits

Key competencies that will be developed include:

- Generational awareness and bias management
- Adaptive communication and coaching skills
- Conflict resolution between age groups
- Building mutual respect and understanding
- Inclusive leadership and emotional intelligence

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced collaboration across generational lines
- Stronger mentorship, succession, and knowledge transfer
- Reduced turnover and improved team morale
- Greater organizational agility and innovation
- A culture of respect, appreciation, and shared purpose

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Key generational differences and workplace impacts
- Mini Case Studies – Intergenerational team conflicts and success stories
- Workshops – Communication and coaching across generations
- Peer Exchange – Insights and experience sharing across age groups
- Tools – Generational profiles, empathy maps, and inclusive leadership checklists

Course Outline

Delivery Format: Online (Live) | Platform: Zoom, WebEx or Microsoft Teams **Training Hours: 07:30 AM - 03:30 PM Coffee**

Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

- Module 1: Understanding Generational Differences (07:30 - 09:30) • Overview of Traditionalists to Gen Z • What shaped each generation’s attitudes and behaviors • Common myths and realities
- Module 2: Managing and Leading Across Ages (09:45 - 11:15) • Communication styles and motivation preferences • Expectations around flexibility, recognition, and feedback • Adapting leadership style for generational impact
- Module 3: Collaboration, Conflict, and Knowledge Sharing (11:30 - 01:00) • Conflict triggers and misunderstandings in age-diverse teams • Encouraging mentorship and cross-generational learning • Aligning goals across experience levels
- Module 4: Final Workshop - Generational Integration Plan (02:00 - 03:30) • Action planning for inclusive team leadership • Peer coaching and generational strategy development

Certification

Participants will receive a Certificate of Completion in Managing Across the Generations, validating their capability to lead, engage, and integrate diverse generational talents in today’s evolving workplace.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: +601116373203	EMAIL: info@mawaevents.net
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