



# UNDERSTANDING MULTI- GENERATIONAL DIVERSITY

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A 1-Day Hands-On TMS Experience  
*Delivered in Live or Live Virtual Classrooms!*

## **Course Description:**

Government organizations must take innovative and deliberate approaches to managing, communicating, and retaining the current multi-generational workforce or face cascading morale and retention issues. This workshop provides not only an in- depth understanding of those challenges, but also provides solutions and proven techniques to meet those challenges. An experienced and certified Multi-Generational workforce trainer will guide participants through research, discussions, and hands-on experiences aimed at learning proven ways of understanding generational differences, communicating across generational boundaries, and learning the responsibilities that each generation has to the other. Participants will gain a clear, practical look at the strengths, values, and communication practices of each Generation in today's government workforce and be shown how to use that information for improved efficiency, morale, and retention.

## **Learning Objectives & Topics Covered in this Workshop:**

- Understand the generational demographics of Government Organizations and the values of each generation
- Analyze Professional vs. Personal commitment and the shift in priorities
- Maximize the potential of the Millennial employee
- Overcome language barriers between diverse generations
- Leverage the experience of Baby Boomers---Leave Your Legacy while embracing Millennial Ideology
- Maximize the Role of Generation X in "Bridging the Gap"

**Audience:** This workshop is designed for all government personnel.

### **Toolkits:**

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

### **Additional Information:**

**CPE Credits:** 7.0

**CEU Credits:** 0.6

**Suggested Program**

**Prerequisites:** None

**Advanced Preparation:** None

**NASBA Program Level:** Basic

**NASBA Field of Study:**

Personal Development

**Delivery Method:** Group Live –  
Live Virtual Classroom

