

# MANAGING MULTI-GENERATIONAL WORKFORCE

## Introduction

### The Changing Landscape of Work

For the first time in history, there are 4 generations working at the workplace. In society we have experienced it but never before at our workplace. As organisations today are lean and free of hierarchy, employees from all generations are working more closely together. The age gap amongst employees working side by side is increasingly widening over the years.

It is an interesting era where we have 4 generations at our workplace. The reasons for this phenomenon can attribute to increase in life expectancy, and older employees are retiring at a much older age either by choice or out of necessity.

Whilst the multi-generational workforce comes with many wonderful aspects and benefits, it also brings along challenges to the organisation.

Individuals from each generation bring to the workplace distinct set of values, experiences, attitudes and behaviours. They have different expectations, assumptions, priorities, approaches to work, and views toward the workplace. If these differences are not managed well, they can lead to misunderstanding and workplace conflicts.

It is increasingly important for supervisors, managers and leaders to have a clear understanding of the diversity of the employees and the ability to harness the dynamic potential of the multi-generational workforce giving the organisation a leading edge.

## Target Audience

Supervisors, managers and employees who want to develop improved working relationships and communications with their supervisors, managers and co-workers.

## Course Outline

- Understand the different perspectives, behaviours and needs of their employees from all generations
- Understand the different work styles and values of each generation
- Recognize and appreciate the positive attributes each generation brings to the workplace
- Adapt their own management styles to work more effectively with their different generation employees
- Apply different communication approaches to increase engagement and productivity
- Adapt and respond to different challenging situations that can arise in a multigenerational workplace
- Motivate and engage the multigenerational workforce for results

Duration : 1 days, 9am to 5pm (7 hours)  
 Course Venue : SNEF Corporate Learning Centre @ Tanglin

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**  
 Click on 'Training' and Course Category '**Human Resources/Industrial Relations**'

## Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$321
Non-member	\$428

## Trainer

**Ms Peggy Leong** has more than 30 years of extensive HR experience from global MNC and local public listed companies with local and regional responsibility. She has diverse HR industry knowledge spanning from healthcare, oil and gas, industrial systems and solutions, water, energy, transportation, information communications technology and manufacturing.

She is an experienced Consultant in Career Coaching and HR Advisor providing HR advisories to local SMEs. An experienced trainer/facilitator, she has conducted training to more than 300 SMEs in understanding good age management practices covering fair employment practices, re-employment, job redesign, flexible work arrangements, performance management, well-being programmes, and multi-generational workforce.

She holds an MBA from University of Birmingham UK and has an Advanced Certificate in Training & Assessment (ACTA), from Workforce Development Agency Singapore, a Certificate IV in Training & Assessment (TAFE), from NSW Australia.

## Enquiries:

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