

# Generations in the Workplace: Leveraging Age Diversity™

Training

This module is designed to enhance your understanding of—and ability to collaborate with—members of other age groups.

In today's diverse workforce, four generations must contribute to organizational results every day.

However, with the strong presence of theoretical age differences resulting in workplace conflict, organizations are at risk for such things as lower employee productivity levels, lost or missed revenue due to client mistreatment, and reputation damage.

Are people really that different across age groups? Or is it the perception of those differences—the unspoken assumptions people make about themselves and others—that gets in the way? Recent studies actually highlight key similarities across age groups in terms of motivations and values. In fact, needless age stereotyping, overgeneralization from isolated examples, and even prejudice and discrimination toward both older and younger workers are creating tensions among generations.

It's time to debunk the myths and take full advantage of the unique strengths, talents, and experience each individual has to offer—regardless of age. *Generations in the Workplace: Leveraging Age Diversity™* is designed to help achieve this goal. Participants in this program will learn principles that can promote inter-generational collaboration and reduce age-related conflict.

## Purpose

To expose common age-related stereotypes and develop practices that promote collaboration across generational groups.



Developing the 21st  
century workforce™

## Process

Participants will explore and practice these key skills for eliminating age-based stereotypes from their workteams:

### 1. Challenge stereotypes

- Treat everyone as an individual
- Assess how age-based stereotypes may color their views
- Encourage others to reject age-based stereotypes

### 2. Find common ground.

- Ask respectful questions
- Listen with an open mind
- Connect on the human level shared by all

### 3. Find talents in everyone.

- Assume that everyone has value to contribute
- Ask others about their interests, abilities, and experience
- Allow for a range of productive work styles

### 4. Mix it up.

- Partner across generations
- Find collaborative ways to share their perspective
- Respectfully ask for and offer ideas and help

### 5. Expect a lot.

- Challenge themselves to learn, grow, and perform
- Hold themselves and others to high standards
- Observe how expectations drive effort and results

## Learning Outcomes

After participating in this program, participants will be able to:

- Describe negative consequences of age-based stereotypes
- Avoid projecting age-based stereotypes on others
- Describe common workplace needs across age groups
- Treat others as individuals, regardless of their age
- Leverage the talents and experience of others, regardless of their age

## Implementation

*Generations in the Workplace: Leveraging Age Diversity™* is a 3.5 hour program, appropriate for all employees, that can be delivered as a stand-alone module, or in conjunction with other programs. It is also available in virtual format.

There are three versions of this program, allowing customization to several different audiences:

- Healthcare
- Industrial/manufacturing workers
- Professional, office-based workers

Each version has video scenarios unique to these audiences.

## About AchieveGlobal

In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills, giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions — globally, regionally, and locally.

We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.

These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.



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