



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

## COURSE OUTLINE - Managing Multigenerational Teams

### Course Specifications

**Course Number:** ELK88–778 | **Course Length:** 1.0 day(s)

### Course Description

You're the manager of a team of people from different generations and you need them to cooperate, collaborate, and deliver maximum performance.

**Course Objective:** You will recognize how generational differences affect your team's performance and conduct, and you will change problematic behavior, leverage generational assets, and hire and retain members of a specific generation to complement your team.

**Target Student:** Managers of multigenerational teams who need to resolve problems and lead their members to deliver peak performance.

**Prerequisites:** There are no prerequisites for this course.

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

### Hardware Requirements

- A Pentium® III with 500 MHz (or better), or Macintosh® Intel-based or PowerPC G4 (or better) processor.
- At least 512 MB of RAM.
- A monitor capable of 1024 x 768 screen resolution and 32-bit color display.

### Platform Requirements

Microsoft® Windows Vista®, Windows® XP (Professional or Home Edition), Windows 2000, or Apple® Mac OS® X 10.4 (or higher).

### Software Requirements

- Microsoft® Windows Vista®, Windows® XP (Professional or Home Edition), Windows 2000, or Apple® Mac OS® X 10.4 (or higher).
- Microsoft® Internet Explorer® 7 (or higher), Mozilla® Firefox® 2 (or higher), or Apple® Safari® 2 (or higher), with pop-up blocking turned off.
- Adobe® Flash® Player 8 (current version recommended).

## Performance–Based Objectives

Upon successful completion of this course, students will be able to:

- Handle intergenerational workplace issues.
- Promote the capabilities of multigenerational teams.

## Course Content

### Lesson 1: Handling Intergenerational Workplace Issues

Topic 1A: Map Your Own Generational Attitudes

Topic 1B: Reinforce Performance Expectations

Topic 1C: Communicate Effectively with Your Team

Topic 1D: Motivate Your Team

### Lesson 2: Promoting the Skills of Multigenerational Teams

Topic 2A: Adapt to Multigenerational Teams

Topic 2B: Maximize the Potential of Generations

Topic 2C: Collaborate with Generations

Topic 2D: Coach Generations on Your Team

Topic 2E: Interview Multigenerational Job Candidates

Topic 2F: Retain Intergenerational Employees

### Appendix A: Negotiation Matrix

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.

Excel Advanced 2013 [Ebook](#), workbooks, and solutions.

Excel comprehensive online courses, email for more details.



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