

Human Performance
Improvement Solutions



Training Solutions –

Leadership

Communications

Group Dynamics

Conflict in a Multi- Generational Organization

One-Half Day Program

Program Brochure



APPRECIATIVE
S T R A T E G I E S



Conflict in a Multi-Generational Organization

Training Workshop

Multi-generational organizations often face challenges with managing conflict across employee generation gaps. This workshop explores the fundamental elements of conflict and examines how workplace actions and language can contribute to a continuous cycle of employee dissatisfaction, dysfunctional teams, and low morale.

This energizing one-half day session explores conflict and examines how our opinions or motivational drivers are based upon experiences and espoused values which often developed during our childhood or young adult lives. Participants will engage in experiential learning activities and facilitated discussion with a focus on embracing differences, understanding commonalities, and minimizing harmful conflict situations.

Course Outline (3 hour workshop)

- Introduction
 - What is Conflict
 - Defining a Multi-Generational Workplace
- Examining Conflict
 - Conflict Models, Styles and Group Dynamics
 - Conflict and Language
 - Conflict Mini-Assessment
- Generational Diversity
 - Generational Choices Activity
 - Activity Debrief
- Commonalities and Conflict
 - Generational Commonalities
 - Embracing Differences
 - Ten Conflict Management Tips
- Closing Discussion



Contact Appreciative Strategies Today!

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