

LEADING ACROSS CULTURES & GENERATIONS

AUDIENCE

FL Front-Line Leaders

LL Leaders of Leaders

FORMATS

In-Person (7 hrs)

Virtual (2 hrs. X 3 sessions)

PRICING

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How you look at it is pretty much how you'll see it.

Rasheed Ogunlaru

Author of "Soul Trader: Putting the Heart Back into Your Business"

COURSE OVERVIEW

This course helps to prepare leaders to manage and lead across generations, cultures and a combination of both. Today's leaders can find themselves leading a workforce that spans four, sometimes five generations. If you are a global leader multiply those generations across possibly a dozen different cultures. This requires a different type of leader and leadership. A leader with a new and expanded mindset. The world has changed and great leaders evolve with it. More than ever, the ability to successfully lead across multi-generational and multicultural teams is essential for every leader.

The generations fascinate and they frustrate. Millennials are now the most prevalent generation in the workforce surpassing the number of Baby Boomers in 2014 and Generation X in 2015. Studies suggest that Millennials could be as much as 75% of the workforce by 2025. This course will help leaders authentically communicate and connect across generations. It will also give leaders an understanding and appreciation of the different values, beliefs and work habits of the Generations. This course empowers leaders to view generational differences as competitive advantages in the areas of: collaboration, problem solving and innovation.

The business world has never been more globally connected than it is today. International leadership is no longer a direct variable of the size of an organization. Leading multicultural teams requires the ability to manage and understand the cultural differences between team members. Whether you believe the best leadership style is facilitator among equals or an authoritative director that leads from the front, multicultural leadership demands that a leader adapt their style to their cultural context. This course will improve your cross cultural leadership skills by increasing your understanding of culture and how it impacts global working relationships, communication and leadership styles.

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BUSINESS IMPACT

- 1

Employee engagement is enhanced when every individual feels respected, valued and validated as a unique human being.
- 2

Communication is improved when leaders understand the interpersonal dynamics of different cultures and generations.
- 3

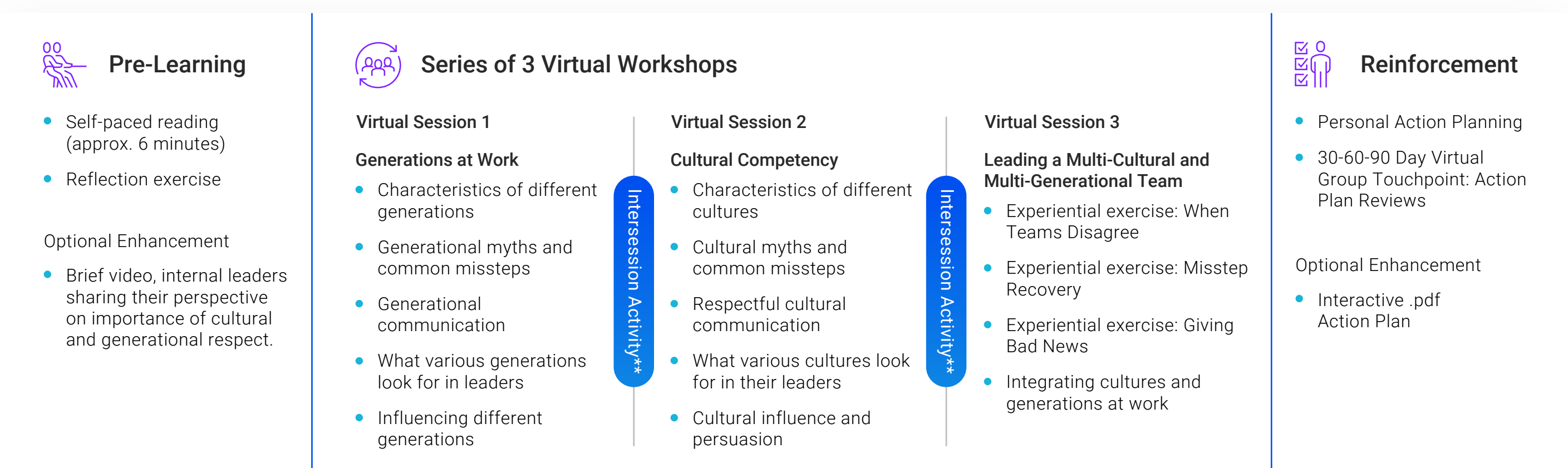
Employees are energized by a work environment that truly “sees” and “hears” them, which significantly boosts productivity.
- 4

Employee retention is increased when each person feels that their background, culture and perspectives are truly valued.
- 5

Innovation, creativity and problem-solving are enhanced when the work environment embraces the contributions of all employees.
- 6

Employees who feel fully valued and validated by their leaders are more likely to refer other potential employees.

LEARNING JOURNEY



LEADING ACROSS CULTURES & GENERATIONS

LEARNING OBJECTIVES

- Understand the unique characteristics of different generations –Millennial, Generation X, Baby Boomers and traditionalists.
- Understand what motivates each generation and the uniquely valuable perspectives that they bring.
- Understand why generational differences matter and why the leader must evolve vs. trying to change the generation.
- Understand how to influence and persuade different generations.
- Learn strategies to minimize generational challenges and maximize generational strengths.
- Tools and approaches that allow you to leverage generational attitudes and skillsets into performance drivers and a productive work environment.
- Best practices to align cultural values and generational expectations.
- Understand your personal cultural biases and how they impact effective multicultural leadership.
- Understand why cultural differences matter and why the leader must adapt and “flex” to the individual cultures they lead.
- Understand how different cultural communications styles affect a leaders ability to achieve, team engagement and results
- How to create organizational respect and appreciation for what each culture brings to the workplace.
- Understand how to best handle cultural and generational missteps when they occur.
- Learn how to lead an optimal environment where multiple cultures and generations are fully engaged and productive.

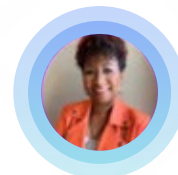
EXPERIENCED FACILITATORS

We can prepare your team to deliver this program, or leverage our global network of experienced facilitators.



Audrey H.

Audrey is an exceptional facilitator with deep expertise in cultural and generational dynamics in the workplace. She creates a comfortable and collaborative environment in which participants can accelerate their learning.



Themum C.

Themumhas worked with numerous organizations helping them improve awareness of cultural and generational practices to enhance leadership effectiveness. She has a deep passion for creating workplace cultures of inclusion and mutual respect.