



Resolving Generational Conflict: Understanding and Navigating Generational Differences at Work



Leverage generational differences for competitive advantage.



In the FranklinCovey *Resolving Generational Conflict: Understanding and Navigating Generational Differences at Work*, participants (1) learn how to understand the unique differences in age groups, (2) discover effective ways to manage generational differences so that all age groups are satisfied, (3) understand why and how all four generations respond differently in the workplace, and (4) apply leadership principles to help team members find their voice, feel appreciated, and sense that their contributions matter.

IN THIS WORK SESSION, YOU WILL LEARN HOW TO:

- ▶ Reduce the amount of destructive generational stereotyping on your team.
- ▶ Ease generational tensions by learning the simple way to explain the different generations to each other.
- ▶ Work through the most common generational friction points.
- ▶ Get more done by leveraging strengths in other generations.

The work session comes with its own downloadable toolkit for use during and after the workshop.

Participants experience the training right from their desk, eliminating travel costs and reducing your organization’s carbon footprint while minimizing lost time away from the office.

	Reduce cost by reducing travel		Train more people for less
	Decrease time away from office		Reduce carbon footprint



COURSE OUTLINE

Core Competencies	Learn how to:
Reduce Stereotyping	<ul style="list-style-type: none"> Reduce the amount of destructive generational stereotyping on your team.
Understanding Generational Definitions and Differences	<ul style="list-style-type: none"> Ease generational tensions by learning the simple way to explain the different generations to each other.
Overcome Generational Friction Points	<ul style="list-style-type: none"> Work through the most common generational friction points.
Leveraging Strengths	<ul style="list-style-type: none"> Get more done by leveraging strengths in other generations.

TRAINING AVAILABLE AS LIVE ONLINE OR ON DEMAND



LiveClicks webinar workshops put the high-quality instruction of FranklinCovey in-person training into convenient online workshops. LiveClicks webinar workshops are led by our certified instructors or yours and are presented live online. Engaging and interactive, LiveClicks webinar workshops offer compelling content and award-winning videos. Plus we can build custom webinars that meet your specific needs.

LiveClicks are available as: Open Enrollment, Client-Exclusive, and Client-Facilitated training.



Excelerators are self-paced online courses for individuals looking to increase business and leadership skills but can't be away from the office. Excelerators offer content-based instruction through videos, animation, interactive quizzes and assessments, and PDF toolkits, as well as other resources and tools.

Excelerators are approximately 60 minutes in length and can be used as part of a blended-training process or as stand-alone training.

For more information about FranklinCovey's online learning, contact your client partner or call 1-800-360-2926 to register for a workshop.