

# THE GREAT GENERATIONAL SHIFT: THE WORKFORCE IS CHANGING, ARE YOU READY?



Older Baby Boomers are leaving the workforce in droves, taking with them their collective skill, knowledge, wisdom, institutional memory, and old-fashioned work ethic. Second-wave Millennials and post-Millennial Gen Z are flooding in, bringing a whole new attitude to work. Meanwhile, older Millennials and Gen X are stuck in the middle, with the lion's share of day-to-day supervisory responsibility.

Not only is this a great generational shift in the demographics of the workplace. It's also an epic turning point in the norms and values around work. With a workforce more generationally diverse than at any other time in history, employers and managers are facing new challenges at every point on the age spectrum.

**Do you know where each generation in your workplace is coming from and where they are going?**

**What kind of succession planning is your organization doing?**

**Are you developing talent at every level?**

**What kind of knowledge/wisdom-transfer are you prepared to do?**

**How are you attracting, selecting, and on-boarding the best young talent?**

**What are you doing to make sure that new hires are not thrust into a sink-or-swim workplace that will drive them away?**

Bruce Tulgan addresses these questions and more, drawing on decades of workplace research, sharing true stories from real managers. With a blend of humor, insight, and concrete best-practices, Bruce helps audiences understand the generations in the workplace today – each at different life stages, with conflicting perspectives, expectations, and needs—so that you can turn age diversity into a strategic advantage.

## PARTICIPANTS WILL LEARN:

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- How the generational numbers are expected to shift in the coming years
- How the norms and values of the workforce will continue to change
- What these changes mean for employers, managers, and employees
- How to build cooperative and mutually supportive work relationships with those of other generations
- How to assess and address the human capital management issues presented by generational diversity

## TECHNIQUES AND BEST PRACTICES FOR:

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- Appreciating the attitudes and behaviors of other generations
- Making adjustments in your own attitude and behavior in order to communicate and work more effectively with other generations
- Focusing on the common ground—the work you have in common
- Evaluating the generational mix of your team and planning for the human capital management issues you may face:
  - Is there a talent drain among your aging workforce?
  - Could a flexible retention model solve your biggest staffing issues?
  - How can you establish a formal knowledge & wisdom transfer process in your organization?
  - Is there a gap in bench strength for senior management?
  - Is there a mid-level leadership gap?
  - What can you do to improve recruiting, selection, training, performance management, retention, and development for those of all generations?