

Managing & Engaging Generational Differences In Workplace

Learn the art of bridging the generation's gaps



SPECIAL FEATURE
SHARING OF RESEARCH
BY LILY LAU
ON MALAYSIAN
GENERATION Y.



Around the world, generations are colliding—with mixed results in workplace.

Conflict among younger and older workers exists in almost three-quarters of organizations, according to a survey by the Society for Human Resource Management.

Managers reported frustration with younger workers' poor work ethic, informality and lack of respect for authority, while younger workers complained of older generations' resistance to change, lack of recognition and tendency to micromanage.

Smart organizations recognize the value of both new and experienced workers and must learn how to help to bridge the gap to capitalize on the strengths of each group, to allow them to share lessons learned and deliver successful results and projects for the organization.

This workshop is designed to fulfil the above mission.

WHO SHOULD ATTEND?

CEOs, Managing Directors, Directors, Department Heads, Senior Managers, Managers, Executives, Consultants, Professionals, Entrepreneurs or anyone who is in the position to lead and manage a generational workforce. Ideal for companies with multi-generational workforce with the need to integrate them for team effectiveness.

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LILY LAU

Speaker, Trainer, Facilitator, Consultant

Communication Certified Master Trainer & Generation Expert

Lily has trained and facilitated more than 100 training workshops on culture, diversity, bridging generation gap, communication, interpersonal skills, and corporate culture transformation. She uses Directive Communication Psychology in her training delivery. She has written articles on generational, cross-cultural and communication issues which were published in MyStarJob newspapers, Smart Investors and Asian Quality magazines. Lily was interviewed on BFM radio in Malaysia on Malaysian generations and featured as a Directive Communication expert on the NTV7 Breakfast Show.

Date : 17th March, Thursday 2016

Time : 9.00am - 5.30pm

Venue : Menara PKNS, 15th Floor,
 Jalan Yong Shook Lin, 46050 Petaling Jaya,
 Selangor Darul Ehsan.

Course Objectives

At the end of the session, participant should be able to:

- Have an overview of the differences between the 3 generations of the workforce.
- Increase awareness of different needs and expectations of each generation.
- Explore on the similarities, differences, issues, challenges, problems and opportunities of each generation.
- Develop strategies to manage and communicate with each generation.
- Explore solutions to overcome barriers and conflicts of different generation.
- Create opportunities, support and complement each other of different generation.

Course Outline

1. Overview of 5 Generations – Matures, Baby Boomers, Gen X, Y & Z
 - Delights, Puzzles & Irritations among generations
 - Characteristics of each generation
2. The Malaysian Case
 - USA vs Malaysian Generations
 - Malaysian Age & Labour Force Statistics
 - The Malaysian Generation Definition
3. Bridging the Gap
 - Work - Life Balance from the perspective of a Gen Y
 - How to lead and engage different generations - Issues & Opportunities to capitalise on each other
 - Building Trust & Relationship
 - Moving forward: Paradigm Shift to bridge gap

Organized by: