



108: Remote Multi-Generational Differences in the Workplace

Outline Curriculum

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**For:
The Pennsylvania Child Welfare
Resource Center**

**University of Pittsburgh,
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**All names and identities used in this module are fictitious. Any resemblance to actual persons, living or dead, is coincidental.*

Estimated Length of Time:

3 hours

Learning Objectives:

- ✓ Identify the values, cultural influences and career expectations that influence the work styles of each of the four generations
- ✓ Recognize the myth from reality related to the values and ethics each generation brings to the work environment
- ✓ Outline a plan designed to create and support productive multi-generational teams in their agency

Method of Presentation:

Lecture, large group and small group discussion, activity

Materials Needed

- ✓ **Handout #1:** PowerPoint Presentation
- ✓ **Handout #2:** General Characteristics of the Generations
- ✓ **Handout #3:** Five Basic Methods of Conflict Resolution
- ✓ **Handout #4:** Action Plan

**Agenda for 3-hour Curriculum on
Remote Multi-Generational Differences in the Workplace**

Estimated Time	Content	Page
40 Minutes	Section I: Welcome and Introductions	1
1 Hour, 30 Minutes	Section II: Facts, Figures and Data	3
40 Minutes	Section III: How Do Generational Differences Relate to Everyday Issues	4
10 Minutes	Section IV: Conclusion	6

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Section Name	Estimated Time	Key Concepts	Resources Used
<p>Section I: Welcome and Introductions</p> <p>Step 1</p>	<p>40 Minutes Total</p> <p>10 minutes</p>	<p>Method of Presentation: Lecture, Large Group Discussion</p> <p>Do: Greet participants as they join the session. Confirm with participants that they can hear you and see the shared screen. Troubleshoot any technical difficulties. Conduct a final sound and screen sharing check before proceeding.</p> <p>.....</p> <p>Do: Take attendance, making sure to get a verbal confirmation from participants that they are present. Review the 15-minute rule. Ask participants to notify you right away if they are late joining the session after any of the breaks or if for any reason, they need to leave the session today or tomorrow.</p> <p>Do: Ask participants to have something ready to jot down a few important notes that they will need to refer to throughout the session. Provide the Workshop ID number.</p> <p>Do: Facilitate brief introductions & workshop overview</p> <p>Ask: Participants to rename themselves in Zoom and to include their county after their names, where they are from, the number of years in their role, and their pronouns, if they choose during their introductions.</p> <p>Say: Here we offer space for you to share your personal pronouns, if you so desire, because we don't want to make assumptions and cause trauma to anyone. We</p>	<ul style="list-style-type: none"> • Handout #1: PowerPoint Presentation • PowerPoint Slide #1 (Title Slide) • PowerPoint Slide #2 (Learning Objectives) • PowerPoint Slide #3 (Agenda) • PowerPoint Slide #4 (What's in It for Child and Families) <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;"> <p>Facilitation Note: For Remote Delivery: Participants can rename themselves one of three ways.</p> <ol style="list-style-type: none"> 1. Hover over their current name, the name that has (Me) after it, and select "Rename" 2. Underneath the icons of Participant View, click "Rename" 3. In Speaker or Gallery View, hover over the upper-right corner of the box with their name or picture > Click on "... " > Click "Rename" </div>

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Step 2	15 minutes	<p>don't call pronouns preferred, because they are your pronouns, and we respect you and your identity. Some people may not wish to share their personal pronouns or may ask us to use their name, and that is okay too. Please show mutual respect. For more about personal pronouns, check out mypronouns.org.</p> <p>Do: Display Slides #2 and #3 (Learning Objectives and Agenda)</p> <p>Do: Review Handout #1 (PowerPoint Presentation)</p> <p>Do: Display Slide #4: What's In It For Children and Families?</p>	
Step 3	15 minutes	<p>Ask: What is one way learning about multigenerational differences in the workplace can support children and families?</p> <p>Do: If participants have printed Handout #1: PowerPoint Presentation they can take notes on that document or on a separate piece of paper.</p> <p>Do: Elicit what participants think they already know about multigenerational differences in the workplace.</p> <p>Do: Display Slide #5 (Myth Vs Reality)</p> <p>Do: Facilitate a large group discussion on Myth versus Reality related to generational differences.</p> <p>Do: Process and discuss the myths and realities and the</p>	

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	<p>20 minutes</p>	<p>might impact one's values.</p> <p>Do: Display Slides #13 to #19 to discuss the core values of each generation:</p> <ul style="list-style-type: none"> ○ Outlook, Family, and Education - Slide #13 ○ Communication, Money, and Work Ethic - Slide #14 ○ Work/Life Balance- Slide #15 ○ Career Development - Slide #16 ○ Job Expectations and Training and Development- Slide #17 ○ Rewards and Compensation, and Providing Feedback- Slide #18 ○ Retirement - Slide #19 <p>Do: Display Slides # 20 and #21 to facilitate a discussion around motivators and tips for working across generational divides.</p>	<p>(Communication, Money, and Work Ethic)</p> <ul style="list-style-type: none"> ● PowerPoint Slide #15 (Work/Life Balance) ● PowerPoint Slide #16 (Career Development) ● PowerPoint Slide #17 (Job Expectations and Training and Development) ● PowerPoint Slide #18 (Rewards and Compensation, and Providing Feed-back) ● PowerPoint Slide #19 (Retirement) ● PowerPoint Slides #20 and #21 (Motivators and Tips for Working Across Generational Divides)
<p>Section III: How Do Generational Differences Relate to Everyday Issues</p>	<p>40 Minutes Total</p>	<p>Method of Presentation: Lecture, Large Group Discussion</p> <p>Do: Display on your screen Handout #3 (Five Basic Methods of Conflict Resolutions) to facilitate a discussion on the following:</p>	<ul style="list-style-type: none"> ● Zoom Room Flow Chart ● Managing Zoom Breakout Rooms ● Handout #3: Five Basic Methods of Conflict

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Step 1	10 minutes	<ul style="list-style-type: none"> ○ Communication and communication plans ○ Retention ○ Supervision ○ Conflict resolution: 5 Strategies <ul style="list-style-type: none"> ✓ Denial or Withdrawal ✓ Suppression or smoothing over ✓ Dominance ✓ Compromise or negotiation ✓ Collaboration ● Change management ● Relationship development ● Motivation 	<p>Resolution- Shared by moderator via the chat</p> <ul style="list-style-type: none"> ● PowerPoint Slides #22 (Small Group Activity) ● Handout #4: Action Plan Shared by moderator via the chat
Step 2	30 minutes	<p>Small group activity: (Breakout Rooms)</p> <p>Do: Assign all participants to teams to work together in breakout rooms</p> <p>Do: Display Slide #22 and review Handout #04(Action Plan)</p> <p>Encourage participants to be strengths-based, solution-focused and respectful in their conversations and discuss issues and how to resolve them rather than specific individuals.</p> <p>Participants will consider a current or pending organizational challenge that may be impacted by generational issues and identify the following:</p> <ol style="list-style-type: none"> 1. What are the strengths and weaknesses of individuals involved? 2. What other things need to be considered beyond generational differences? 3. What system/structures/processes impact this 	<p>Facilitation Note: Examples of potential generational challenges in the workplace:</p> <p>1. Negative Stereotyping- “Baby Boomers don’t know how to use technology”, “Millennials are entitled”</p> <p>2. Different work styles: Boomers put in long days in the office, Zers prefer a flexible work schedule</p> <p>3. Communication Problems: Younger employees prefer messaging while older ones prefer email or phone calls</p>

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		<p>issue?</p> <ol style="list-style-type: none"> 4. What are some quick wins that we can identify to try to rectify this issue? 5. What are the roles and responsibilities of those that are involved? 6. Complete an action plan to figure out who will do what by when. 	
<p>Section IV: Conclusion</p> <p>Step 1</p>	<p style="text-align: center;">10 Minutes Total</p>	<p>Method of Presentation: Lecture, Large Group Discussion</p> <p>Do: Bring participants to Main Room</p> <p>Participants will review their action plans so that they can transfer the information learned back to their agencies.</p> <p>Do: Elicit from participants two or three responses to their action plan.</p> <p>Do: Review resources.</p> <p>Do: Allow for any additional questions.</p> <p>Do: Reiterate main learning points from the training session and thank participants for their participation and attention.</p> <p>Say: Workshop evaluations are sent to each participant's que on your home screen in Bridge once I've confirmed attendance for the workshop. Each of you needs to log into Bridge and complete your evaluation now that we've concluded.</p>	

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