

WORKSHOP DIRECTORY PAGE

TITLE: Multi-Generational Differences in the Workplace

COMP. #: 108

NO. HRS: 3

DATE: March 2022

COMPETENCIES:

- 110-1: Engagement:** The child welfare professional initiates, interacts, and maintains relationships with children, youth, families, colleagues, and other team members to ensure participation in shaping decisions about needs, goals, supports, and services.
- 110-8 Cultural Awareness and Responsiveness:** The child welfare professional demonstrates acceptance and responds respectfully and effectively to people of all cultures, races, and ethnic backgrounds; languages; classes; religions and spiritual traditions; immigration status; sexual orientation, gender identity, and gender expression (SOGIE); and other diversity factors in a manner that recognizes, affirms, and values individuals, families, and communities and protects and preserves the dignity of all. (NASW, 2015)

QUALITY SERVICE REVIEW INDICATORS

Practice Indicator 3: Cultural Awareness and Responsiveness

LEARNING OBJECTIVES:

Participants will be able to:

- 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; and
- Outline a plan designed to create and support productive multi-generational teams in their agency.

CALENDAR SUMMARY:

This training identifies the challenges of building and leading an agency team through the collision of Baby Boomers, Generation X, Generation Y, and Generation Z in the workplace. Generational differences can be more challenging than dealing with different personality types. Leaders are faced with the need to bridge generational divides in the workplace while monitoring ethical boundaries. This is necessary to maintain effective and thriving operations. This training is based on research that provides tools and best practices to alleviate workplace issues between people of diverse generational backgrounds in the workplace. A better understanding of engagement strategies for different generations will assist agency staff as they work together to ensure permanency for the families they serve. This workshop is eligible for 3 Continuing Education credit hours.

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TARGET AUDIENCE:

Child welfare professionals and community partners.

EXPECTATIONS OF THE INSTRUCTOR:

The instructor must possess knowledge of the Pennsylvania Child Welfare system and the unique needs of caseworkers of various ages and generations. The instructor must understand the unique characteristics and needs involved with managing each of the following generations:

- Baby Boomers
- Generation X
- Generation Y
- Generation Z

MATERIALS NEEDED:

- ✓ Zoom Room Flow Chart
- ✓ Managing Zoom Breakout Rooms: Instructor Guide
- ✓ Handouts
- ✓ PowerPoint presentation
- ✓ PowerPoint Presentation

LIST OF APPENDICES:

Appendix #1: Remote Delivery Guide

LIST OF HANDOUTS: (print double sided, hole-punched. Multiple pages stapled top left. 1 copy of each unless noted otherwise)

- ✓ **Handout #1:** 108: Multi-Generational Differences in the Workplace PPT (8 Pages, 1 copy per participant and 1 copy for instructor)
- ✓ **Handout# 2:** General Characteristics of the Generations
- ✓ **Handout #3:** Five Basic Methods of Conflict Resolution (1 Page, 1 copy per participant and 1 copy for instructor)
- ✓ **Handout #4:** Action Plan (1 Page, 1 copy per participant and 1 copy for instructor)

LIST OF POWERPOINT PRESENTATIONS:

- ✓ **1. PowerPoint Presentation:** 108: Multi-Generational Differences in the Workplace

CREDIT ASSIGNED:

Continuing Education credits: 3 hours