Intergenerational Workforce Management Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

A dynamic workplace environment creates both opportunities and challenges related to employee engagement, leadership transformation, talent retention, workforce collaboration, digital adaptation, emotional intelligence, inclusive culture, and knowledge transfer. Intergenerational Workforce Management Training Course equips leaders and HR professionals with practical strategies to bridge communication gaps, enhance team productivity, and build a resilient workplace culture that supports innovation, diversity, and organizational sustainability.

This highly interactive training course focuses on cross-generational communication, agile leadership, workforce diversity, conflict resolution, employee wellbeing, succession planning, digital collaboration, hybrid workforce management, and organizational effectiveness. Participants will learn how to leverage generational strengths, reduce workplace friction, improve employee experience, and foster a culture of collaboration and continuous learning. Through real-world case studies, simulations, and strategic workforce planning tools, this program enables organizations to improve performance, strengthen employer branding, and future-proof their workforce in the era of digital transformation and global competitiveness.

Programme Curriculum

Intergenerational Workforce Management Training Course

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Course Duration

5 days

Course Objectives

By the end of this training course, participants will be able to:

1. Understand the characteristics of a multi-generational workforce and emerging workplace trends.
2. Develop inclusive leadership strategies for diverse age groups.
3. Enhance cross-generational communication and workplace collaboration.
4. Improve employee engagement and retention across generations.
5. Apply emotional intelligence and empathy-driven leadership techniques.
6. Strengthen hybrid workforce management and remote team collaboration.
7. Design effective knowledge transfer and succession planning frameworks.
8. Manage workplace conflicts using conflict resolution and negotiation skills.
9. Foster a culture of diversity, equity, inclusion, and belonging (DEIB).
10. Utilize digital collaboration tools and workforce analytics effectively.
11. Promote innovation, agility, and continuous learning within teams.
12. Build strategies for employee wellbeing and psychological safety.
13. Create sustainable future-ready workforce development plans aligned with organizational goals.

Target Audience

1. HR Managers and HR Business Partners
2. Learning and Development Professionals
3. Team Leaders and Supervisors
4. Senior Executives and Department Heads
5. Organizational Development Specialists
6. Talent Management and Recruitment Professionals
7. Project Managers and Operations Managers
8. Diversity, Equity, and Inclusion (DEI) Practitioners

Course Modules

Module 1: Understanding the Multi-Generational Workforce

- Characteristics of different generations in the workplace
- Workforce demographics and emerging trends
- Generational values, expectations, and work styles
- Challenges and opportunities in age-diverse teams
- Building generational awareness and inclusion

- **Case Study:** Managing communication gaps between Gen Z employees and senior managers in a technology company.

Module 2: Cross-Generational Communication Strategies

- Effective communication styles across generations
- Active listening and empathy techniques
- Digital communication vs. traditional communication
- Managing misunderstandings and stereotypes
- Building trust and collaboration
- **Case Study:** Improving team communication in a hybrid multinational workforce.

Module 3: Inclusive Leadership and Emotional Intelligence

- Leadership styles for diverse teams
- Emotional intelligence in workforce management
- Adaptive and transformational leadership
- Coaching and mentoring across generations
- Psychological safety and employee wellbeing
- **Case Study:** Transforming leadership culture in a healthcare organization with four generations of employees.

Module 4: Employee Engagement and Retention

- Drivers of engagement for different generations
- Workplace motivation and recognition strategies
- Flexible work arrangements and hybrid work culture
- Career development and continuous learning
- Retention and employer branding strategies
- **Case Study:** Reducing turnover rates among younger employees in the retail sector.

Module 5: Conflict Resolution and Team Collaboration

- Identifying sources of generational conflict
- Conflict management frameworks
- Negotiation and mediation techniques
- Building collaborative team environments
- Strengthening workplace relationships
- **Case Study:** Resolving intergenerational conflicts during organizational restructuring.

Module 6: Knowledge Transfer and Succession Planning

- Capturing institutional knowledge
- Reverse mentoring and cross-generational mentoring
- Succession planning frameworks
- Talent pipeline development
- Continuous learning culture
- **Case Study:** Knowledge transfer initiatives in an energy company facing mass retirements.

Module 7: Digital Transformation and Workforce Agility

- Managing digital disruption in the workplace

- Technology adoption across generations
- Agile workforce management
- Workforce analytics and productivity tools
- Innovation and future workforce trends
- **Case Study:** Implementing digital collaboration platforms in a traditional manufacturing company.

Module 8: Building a Future-Ready Organizational Culture

- Creating inclusive workplace policies
- Diversity, equity, and inclusion strategies
- Employee wellbeing and resilience
- Strategic workforce planning
- Sustainable organizational growth
- **Case Study:** Building a high-performance inclusive culture in a global financial institution.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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