

Personal Development

Bridging the Gap: Generational Differences in Workplace Communication

Course Details

Price

£235.00

CPD Points

3.50

Length

Half day (09:00 - 12:30)

Course Overview

Enhance your understanding of generational communication styles in the workplace.

This half day course will equip delegates with practical strategies for more effective, inclusive, and adaptable communication across age groups.

Content

Understanding the Generations

- Overview of generational cohorts, e.g., Baby Boomers, Gen X, Millennials, Gen Z

Flexible learning that works for you

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- Key life experiences shaping communication preferences
- Typical communication styles and channels per generation

Communication Preferences and Workplace Impact

- Differences in tone, formality, and response expectations
- Technology use across generations
- Common miscommunications and how they arise

Overcoming Challenges and Building Strategies

- Identifying and managing communication friction
- Case studies: Miscommunication in action
- Flexible communication strategies for teams

Practical Tools for Cross-Generational Success

- Leveraging generational strengths
- Promoting mutual understanding and respect
- Guidelines for communication clarity and expectations
- Continuous learning and evolution

Benefits

- Stronger Cross-Generational Collaboration
- Better Use of Digital Tools
- Improved Employee Engagement
- Support for a Learning Culture
- Improved Communication Clarity
- Greater Team Cohesion
- Enhanced Adaptability
- Reduced Workplace Friction

- Increased Confidence in Diverse Setting

Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via admin@gta.gg or call us on 01481 224570. If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Korinne Le Page

Korinne has more than 27 years' experience in Training, Leadership Development, Coaching and Counselling. She has also worked for major multi-national Companies, delivered Management and Communication programmes abroad and online across a variety of Market Sectors. Korinne started her career in Finance, then as an Operational Manager in Customer Service, managing teams in challenging environments and she became an Entrepreneur in 2000. Therefore, Korinne has first-hand experience of the issues that can arise from all angles, as well as appreciating the importance of providing inspirational leadership and seamless customer service.