

## Generations in the workplace



At the core of the NB-MAP Generations in the Workplace curriculum is the knowledge that over 70-80% of trade skills is learned from an on-the-job teacher. NB-MAPs Generations in the Workplace teaches tradespeople how to more easily relate to teammates from different generations, and how to communicate effectively to enable successful workplace teaching and learning.

Each generation in the workforce thinks, acts and experiences life differently, and likewise their behavior in the workplace varies greatly. This course helps learners understand the unique characteristics of each generation in today's workforce, and explores strategies of how to get the most out of this generational diversity.

**Class size: maximum 12. Session duration: 4 hours**

### Course philosophy

This is a highly interactive hands-on course with practical exercises and group discussions where participants learn from each other.

### Course purpose

The five generations currently sharing the Canadian workforce span almost a full century, which means they have been brought up in dramatically different times and are very different from one another. In some cases, generational differences can get the best of us; inter-generational tension is often a key

contributor to problems in the workplace, and can prevent us from achieving respectful and harmonious teams.

Understanding what the younger generation needs in the workplace will ensure employers are able to successfully attract, recruit and retain the next generation of skilled trades professionals, and understanding the best way to successfully transfer knowledge from the older generations to their younger peers is the only way to safeguard the very best of our tradecraft skill and experience.



### Learning outcomes

At the end of the course, participants will:

- ✓ gain some understanding of the different generations sharing today's workplace
- ✓ learn strategies for effective mentoring and management of different generations in the workplace
- ✓ improve their ability to collaborate with colleagues from different generations

## COURSE OVERVIEW

Why do we care?

About the generations



The Veterans



The Baby Boomers



Generation X



The Millennials & Post-Millennials



Working with Millennials



Understanding the incoming generation

Generational Comparisons



General traits and characteristics



6 steps to a happy inter-generational team



How to work with your older and younger peers

Managing the different generations

Conclusion

**“We have a cultural difference between the retiring baby boomers and the millennials that are coming in. It’s really important to get it right. When that knowledge walks out the door, a lot of times, you’ve lost it.”**

Ross Galbraith  
Business Manager  
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