



Managing and Training a Multi-Generational Workforce

Business owners have an opportunity to influence teamwork and make a positive impact on their workplace culture with how they manage and train a multi-generational workforce.

Heighten Awareness and Respect for Differences

Go deeper, to the point where employees appreciate their own differences, recognize the values of colleagues, so your business can develop strategies to help overcome generational barriers.

Create Opportunities for Relationship Building

Lunch-and-learns – in person and virtual – can increase sharing of tips and efficiency hacks. Company-sponsored outings can be social and not involve work talk at all.

Take Advantage of Job Fairs and Public Events

Representation by your employees reinforces the value of all ages at your workplace.

Offer Rewards, Benefits, and Compensation

These should be fair and legal, and appeal to employees that are in different places in their lives.

Use Technology, But Don't Force It

It can save time and help employees complete jobs efficiently. It can also be a barrier. Attempt to be flexible and perhaps let some “outdated but still effective” methods remain.

Acknowledge Competence and Initiative

Respect employees' work, input, and ideas. Encourage openness to change.

Offer Mentoring Programs

Ensure critical skill sets are being transferred between employees of different generations, whether it is from sharing experience gained on the job or teaching technology and computer skills.

Provide EAP Services

An employee assistance program should include services and benefits that have appeal for multiple generations. Try to match cultural and demographic preferences of each generation.