

Course Outline (Classroom and Online)

Managing Generational Differences at the
Department of Highway Safety & Motor Vehicles

By Karen E. Share

Learning Objectives

- ★ Explain your own generational perspective.
- ★ List common generational characteristics of other age groups.
- ★ Describe several ways to manage generational differences.

Course Outline

1. Importance of understanding generational differences
 - a. Statement of support by Executive Director Julie L. Jones
 - b. Problems which can be caused by intergenerational conflict
 - c. How intergenerational problems can affect individual and agency performance
2. Common characteristics of generations and management strategies
 - a. List of generations and common characteristics (Job Aid)
 - b. Strategies for dealing with different generations (Job Aid)
3. Understanding your generational perspective
 - a. What are your generational characteristics?
4. Common generational characteristics of your subordinates
 - a. How subordinate's attitudes differ from yours
5. Effective strategies for managing generational differences
 - a. Managing intergenerational differences
6. Next steps
 - a. Mentoring
 - b. LDO/OPM consultation
8. Wrap up
 - a. Review learning objectives
 - b. Certificates of completion
 - c. Level 1 Evaluations