



**AVENTIS**  
LEARNING GROUP

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# **Thriving in a Multi-Generational Workplace: Communication Strategies for Success**

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# Introduction

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In today's workforce, people from different generations are working together more than ever before. Each generation brings its unique strengths and perspectives to the workplace, but also has its own work styles, communication preferences, values, and attitudes. These differences can create challenges in communication and collaboration, which can impact productivity and employee satisfaction.

Instead of perpetuating an “us versus them” dynamic at work, let's change the narrative moving forward. Recognize the benefits of a multi-generational workplace and embrace the diversity of ideas and perspectives that come with it.

This course is designed to provide strategies and tools for effective communication and collaboration in a multi-generational workplace. Through this course, you will gain an understanding of the different generational characteristics, work styles, and communication preferences, pros and cons, and develop the skills to navigate these differences. You will learn how to build effective communication and collaboration across generations, enhance your interpersonal skills, and leverage the benefits of diversity in the workplace, to promote understanding, better cohesiveness and productivity.



# Learning Outcomes

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*Upon completion of this course, learners will be able to:*

- Understand the different generational characteristics and how they affect work and communication in the workplace.
- Identify common challenges that arise in a multi-generational workplace and develop strategies for addressing them.
- Develop strategies and enhance interpersonal skills to build effective communication and collaboration across generations.
- Develop a greater understanding of the benefits of diversity in the workplace.



# Course Outline

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## Introduction to Multi-Generational Differences in the Workplace

- Overview of the different generations in the workforce
- Identify common characteristics and work styles of each generation
- Understand the values and attitudes that shape each generation

## Communication and Work Challenges in a Multi-Generational Workplace

- Differences in communication styles
- Differences in work styles
- Misunderstandings and stereotypes
- Technology and communication preferences

## Strategies for Effective Communication and Collaboration Across Generations

- How well do you listen?
- How effective are your questions?
- The assumptions we make and how they can limit our understanding
- The “4 Insanities” of Communication
- Flexibility in communication styles
- Tips and techniques for better collaboration with different generations
- Enhance interpersonal skills through exercising emotional intelligence and building rapport with colleagues

## Benefits of Diversity in the Workplace

- Leverage the strengths of different generations
- Activities to practice effective communication and collaboration across generations
- Develop an checklist for applying effective communication and collaboration strategies in the workplace

## Summary and Conclusion

- Wrap Up and key takeaways
- Reflection on personal growth and application of learning in the workplace

# Course Details

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1 Day  
9.00am - 5.00pm (Classroom)  
9.30am - 4.30pm (Virtual)



**Classroom Learning** at  
Holiday Inn Orchard City  
Centre / **Virtual Learning**  
via Zoom



(65) 6720 3333  
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**\$635** Before GST



# Trainer's Profile

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## Profiling and Communication Expert: Ms. Celina Anne Gan

Over 25 years of working in Asia and Europe, Celina Gan has accumulated a vast experience and know-how in working, training and coaching participants from different cultures, work backgrounds and across languages. Celina trains in Europe, Middle East and Asia, working with leading MNCs, the civil service and educational institutions. Her substantive work, consulting and training experience across the Asian and European continent with leading MNCs, the civil and educational sectors have deepened her understanding of the many challenges faced by different entities, leaders and individuals in an ever-changing environment.

Celina is very passionate about training. Her style of training engages participants in practical sessions with personable examples, humour and hands-on activities for instant understanding and applicability. Celina's motto is: "Stretch your Comfort Zone; Expand your Boundaries; and Enable Transitions to Take Place". Celina has received many positive testimonials from programmes and workshops she has conducted in different countries.

Her extensive list of corporate clients includes: the Prime Minister's Office; Singapore Ministry of Education; Commercial Affairs Department; The Institute of Singapore Chartered Accountants; MDIS; Securities Industry Development Corporation; Singapore Kindness Movement; Sports SG; Gardens by the Bay; Land Transport Authority; Intel; Dell; Accenture; Agilent; Venture Electronics, Schneider Electric; Nestle; Regent's University, London; Singapore Polytechnic; NAFA; Singapore Institute of Technology; The Muslim Converts Association of Singapore; The Royal Air Force Clinic UK; Wycombe General Hospital UK; Qatar as, Qatar, etc.

# Testimonials

*"I have been to many training sessions and this was the most professional presentation I have ever attended. I was very impressed with how the general communication knowledge was translated into usability in the Work Environment. Outstanding combination of technical knowledge and application to day to day life in office and home. The reference materials are very comprehensive and an excellent means of conveying the information. You have a superior approach that is handled in a professional manner. Your program was well organized. The demonstrations are very effective. Great motivation, enthusiasm and confidence from everyone in the training room. Relevant and well presented. After taking this training I plan to share this knowledge with all my colleagues in the Division by giving a presentation on what I have learnt."*

**- Ismael Vijay Kumar S, Contracts Assistant, Qatargas Operating Company Limited, Qatar**

*"I have totally enjoyed Celina's training sessions which get the message across in unique ways. As a pragmatic professional, I find Celina's training program absolutely well structured, easy to grasp, practical yet impactful with personal stories and inspiring video choices. I also brought home concrete ways in which I can instantly apply effective communication and branding skills in developing my career, and in the new way I now communicate and interact with others. Your session was very empowering, you are definitely a people transformer and many of your words sparked new thoughts and ideas in my mind for future projects, some of which I later discussed with you. Thank you, Celina."*

**- Anna Rashevskaya, Legal consultant, Architectural bureau Prospect, St. Petersburg, Russia**