

1. Name of Course:

BMGX 3010 Communicating & Working across Generations

2. Number of Clock Hours: 7**3. Course Description:**

Techniques taught in this class will allow project managers, project teams, leaders and all employees to recognize and effectively deal with generational differences in the workplace. This class will increase understanding, reduce conflict and help everyone recognize the value different generations of workers bring to the workplace. The result will be a more harmonious and productive workplace.

4. Prerequisites

This course is intended for practicing project managers. It qualifies for ongoing PDUs for certified PMI Project management Professionals (PMP).

5. Course Learning Objectives:

After taking the class, the students will be able to:

1. Determine their own and other's generational identity.
2. Describe how historical events, societal conditions and other factors shaped the different generations.
3. Identify the personal and professional values of different generation of workers
4. Explain how personal and professional transformations have taken place over time.
5. Communicate with, resolve conflicts, manage and motivate team members and employees of different generations.

6. Rationale:

- In a survey conducted by the ACC High Technology Institute, 86% of respondents listed project management skills as important for career advancement.
- Organizations benefit by having employees that can successfully manage more complex projects and have better risk identification and response procedures.

7. Required Materials: None. Supplied by instructor.**8. Evaluation**

A completion certificate worth 0.7 continuing education units (CEUs) will be awarded for successful completion. 0.7 CEU's are equivalent to 7 PMI Professional Development Units (PDU's).

Students are expected to arrive on time, stay for the entire class period, and actively participate in class by asking questions and sharing personal experiences. Any student counted as missing more than 1 hour of class will not receive a completion certificate. There will be a break about half way through the class time.

9. Course Outline

The session outline is as follows:

1. Welcome and Introduction
 - a) Introductions
 - b) Discuss Learning Objectives:
2. Exercise:
 - a) Game: Historical Events Timeline
 - b) Where were you?
 - c) So, what are you?
3. Why Learn About The Generations?
 - a) Changing demographics
 - b) Better understand it's impact in the workplace
 - c) Increase personal competency in communication and management
 - d) Promote teamwork
4. Generational Identity
 - a) Identify four generations in the workplace
 - b) Define them by experiences and events
 - c) Not a function of birth or age but a "state of mind"
 - d) Shaped by:
 1. Historical events
 2. Societal conditions
 3. Personal Influences
 4. Work Attitudes
5. How Do They Think Personally and Professionally?
 - a) Traditionalists
 - b) Boomers
 - c) X'ers
 - d) Y'ers/Millennials
 - e) Net-Generation?
6. Exercise: How Has It Changed Over Generations?
 - a) Pace of Life and Life Expectancy
 - b) Impact of Technology
 - c) Family Unit
 - d) Amount of Quality Information
 - e) Impact of Technology
 - f) Trust and Stability in Organizations and Government

- g) Threats and Fears/ Enemies
- 7. Cross – Generational Tool Box
 - a) Skills needed to succeed
 1. Mentoring
 2. Communicating
 3. Avoiding Assumptions
 4. Avoiding Clash Words
 - b) Traditionalists
 - c) Boomers
 - d) X'ers
 - e) Y'ers

8. Summary

10. Target Audience:

- All project professionals
- All managers and leaders
- All company employees

PDU Information:

Program Number: 2020-BMGX3010; Category: 3; Number of PDUs: 7