

The Art of Managing Different Generations

"Building a happy and a conducive working environment for mix workers of different generations"

Introduction

Managers are increasingly grappling with generational differences in their work forces. Problems can arise from differing mindsets and communication styles of workers born in different eras. The frictions may be aggravated by new technology and work patterns that mix workers of different ages in ever-changing teams.

Objectives

By the end of the session, you would be able to:

- Understanding the characteristics of different generations
- Recognize their strength
- Learn techniques to build a better relationship with others
- Acquire a basic skill of team bonding
- Creating a happy and a conducive working environment

Learning Methodology

The course will be delivering through a combination of Metaphoric and Learning-By-Doing approach, where as the participants will be going through various simulation scenario which interact with the subject itself. At each stage, the participants will need to exercise the skills that been taught and practice them to self-develop their level of skills.

Active learning activities are included to allow participants to engage actively in the learning process. Besides that, leading the participants through these activities will enable better understanding on the concepts. The active learning activities are such as:

- Hands-on exercises
- Group discussions
- Case studies
- Interactive storytelling
- Commentary on other companies / industries
- Video presentation

Who Should Attend

Managers, executives, engineers, supervisors and those who are or will be in a position of leading or manage a team that consists of different generations.

Program Outline

Module 1: The History of Different Generation

Why is there different generation; Is there difference in each generation in different countries?

Module 2: Silent Generation

History of Silent Generation; Characteristics of Silent Generation; Is this generation still relevant in today's world?

Module 3: Baby-boomers Generation

History of Baby-boomers generation; Characteristics of Baby-boomers generation; How this generation fare in today generation.

Module 4: Generation X

History of Generation X; Characteristics of Generation X; Crucial part of today's adult world

Module 5: Generation Y

History of Generation Y; Characteristics of Generation Y; The Future of our Leaders.

Module 6: Generation Z & Alpha

History of these generations; Characteristics of both generations; The Next Workforce.

Module 7: Managing Different Generations

Understanding their world; The Art of Walking Together.

The Expert Profile

RON is a CERTIFIED BEHAVIOURAL and CAREER CONSULTANT (The Institute of Motivational Living, Inc. USA), CERTIFIED NEURO LINGUISTIC PRACTITIONER & CERTIFIED NEURO ACTION PRACTITIONER which helps individuals uncover their strengths, natural preferences in areas of learning and thinking, motivations and interests, and assist them in career decisions and planning. He uses three evidenced-based and reliable systems DISC Insights™ Personality System, LearningKeys™ and CareerKeys™.

Ron is a registered trainer (TTT/1253) with the Pembangunan Sumber Manusia Berhad (PSMB) or better known as HRDF. He has formal education in Business Administration, Interactive & Counseling Psychology as well as Hotel & Catering Management. He has also completed his Master in Business Administration (MBA) from the Swiss Management Forum. He is a member of the Toastmasters International since 1998.

Ron has close to 30 years of work experience, of which, more than 10 years is in a managerial position. He was a Manager in the Panasonic Office Automation company where he managed a group of sales personnel to market new products from 1996 to 1999. He then spent two years as a freelance trainer before joining Evios (M) Sdn Bhd, a security alarm company as its Operation Manager, where he manages the company of over 20 employees. He displayed excellent leadership qualities in his position that often required him to solve matters of employee work performance and grievances, as well as overcome other challenges which arose from a change in the management team.

Due to his interest in training, Ron moved to Asia-Pacific Strategic Centre Sdn Bhd in 2004, an academic institution where he managed the centre and conducted training. His capability as a leader and trainer was so well-regarded that he was asked to head a new training centre in another educational institution in 2007. Since then, he has been the Corporate Training Manager for Knowledge Genius Sdn Bhd which has 8 other branches all over Malaysia. His task includes leading the training division, assisting all the centers in marketing the training products, implementing new training products, conducting product training for all the centers and liaising with the HRDF office. He is also as a part-time lecturer for a Business and Hotel school in his company. Subsequently, he left the company to be a freelance trainer.

Today, Ron is renowned trainer in the areas of personality profiling where he uncovers individual talent, strength and weaknesses and guide them to be great leaders in their organization. His other personality strength is in the understanding of the characteristics of different generations, ways of managing them and the best ways of making different generation work together.

Some of his clients were British American Tobacco, Star Publication, New Straits Times Press, Christian Dior, Mulpha International, Bolton Properties, Bukit Kiara Properties, Shell, Sime Darby Group, Clara International, Nestle, Hilton Kuching, Batang Ai Longhouse Resort managed by Hilton, HSBC, Royal Bank of Scotland, B. Braun, Mighty Bakery Sdn Bhd, Perodua, MERCER, Panasonic Electronics, Toshiba Electronics, S&O Electronics, Old Town White Coffee, Charoen Pokphand, DHL, Protoscap, Public Mutual Bhd, MYOB Asia Sdn Bhd, Mimos Bhd, Dumex, Toyota, Nissan, Res Malaysia Sdn Bhd, Etah Sdn Bhd, YWCA and most of the public universities.



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Vouchers

Workshop * Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

Session	Date	Location	Normal Fees	Early-Bird Due Date
	<input type="checkbox"/> 5-6 Mar 2012	Grand Dorsett Subang Hotel, Selangor	RM 1590	10 Feb 2012
Discount	Early Bird Registration	<input type="checkbox"/> 5%		
	Group Registration	<input type="checkbox"/> 3 or more at 5% off <input type="checkbox"/> 5 or more at 7% off <input type="checkbox"/> 8 or more at 10% off		

Schedule

08:30 Registration
09:00 Workshop Begins
10:30 Coffee & Networking
10:45 Workshop Resumes
13:00 Networking Luncheon
14:00 Workshop Resumes
15:30 Coffee & Networking
15:45 Workshop Resumes
17:00 Workshop Ends

Organization Details

Organization Name _____

Address _____

Tel _____ Fax _____

Participant Details

Name	Job Title	Email	Direct Line
1.			
2.			
3.			

The invoice should be directed to

Name _____ Job Title _____

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Authorising Manager's Details

Name _____ Job Title _____

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Signature _____ Date _____

*The booking is invalid without a signature.

After complete this form,
please fax it to (603) 40235716

CANCELLATION & SUBSTITUTIONS: This registration may only be cancelled in writing not later than two weeks before the workshop begins. The booking may not be cancelled nor any fees refunded thereafter. A substitute may be named at any time before the workshop begins.

HOTEL ACCOMMODATION: Accommodation is not included in the workshop fees. To enjoy privileged room rates, please contact us and let us know your accommodation's arrangement.

For more information on the hotel, please visit http://www.gin-my.com/contact_us

NOTE: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participant of the change. Global Intelligence Network should not hold liable for any cost arising from this change.

PAYMENTS: An invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event in order to be eligible for attending. Walk-in delegates with payment will be admitted on a space available basis. Payment may be made via cross cheque / bank draft / electronic transfer, made in favour of:

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