Intergenerational Teams with Emotional Intelligence

Course Description

The success of any and every team is down to understanding the effective ingredients for team success. Intergenerational teams that are diverse and inclusive are key to team’s success as well as understanding the value of team Diversity and Emotional Intelligence. Teams are made up of people, and people tend to always react with emotions and these vary with culture and experience.

This training workshop will provide participants with key insights into effective team ingredients that will contribute greatly to team development and success.

Target Audience

Team Leaders | Managers | Supervisors | Those who are part of a team and want to improve their team work skills

Course Objectives

At the end of this course, the participants will be able to:

- Understand the concept of Intergenerational Teams and its effect on teams success
- Understand the concept and importance of Diversity and Inclusion
- Be Emotional Intelligent when dealing with team members
- Know key ingredients to team success
- Have insights on how to develop teams and coach team members to success

Course Outlines

This comprehensive course will include the following modules:

- **Module 1: Introduction to Intergenerational**
  - Boomer or a Veteran – Millennials or Generation Y
  - Key Characteristics of Each Generation
  - Facts Public Employers Need to Know
  - Intergenerational Workplace Trends
  - Youth bubble opportunity or threat
  - Harness the energy
  - Miscommunications and ways of communicating

- **Module 2: Introduction to Diversity and Inclusion**
  - What do we mean by Diversity
  - What is Inclusion
  - Women and “differently abled” are intrinsic to successful teams
  - Does culture have an impact on our work behavior
  - Will my gender affect my career opportunities
  - Attitude or Aptitude – am I employable

- **Module 3: Introduction to Emotional Intelligence**
  - Emotions & health
  - Positive & negative emotions
  - Why we need to use emotion
  - Developing ability to use emotion
  - Understanding emotions (skillful /non skillful)
  - Problem caused by negative emotions
  - Understanding emotional triggers
  - Emotional hijacking

- **Module 4: Are teams all they are cracked up to be?**
  - What are the components of a successful team
  - Can we build our team from scratch
  - Do we need a leader
  - Performance incentives and rewards
  - Is personality profiling useful
  - [Transactional Analysis and how it effects my work performance]
  - To Mentor or not TO Mentor It shouldn’t even be a question
  - Does coaching add value