



Our Practice Areas



Sales &
Customer
Service



Leadership



Millennial /
Gen Y



Team
Building



HR Training

Our Workshops

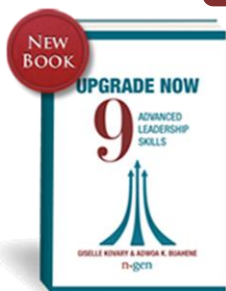
Level 1: Foundational workshops

The focus is on how the four generations in the workplace impact performance in each of the five practice areas. The goal is to increase engagement.

Level 2: Advanced workshops

The focus is on providing leaders with tools and techniques to advance the demonstration of leadership skills and behaviours, through:

Our Books



Upgrade Now -
9 Advanced Leadership
Skills



Loyalty Unplugged
How to Get, Keep & Grow
All Four generations



@ngen_training

Presentation Outline



Four Generations – Four Approaches to Work™: How To Get, Keep & Grow A Multigenerational Workforce

Organizations today face the challenge of creating high-performing environments that produce business results. Your workforce is comprised of four generations (Traditionalist, Baby Boomer, Gen X and Gen Y). Each of these cohorts possesses unique identities that translate into different expectations and behaviours in the workplace. It is important for HR professionals and leaders to evaluate and respond to the expectations of a multigenerational workforce in order to recruit and retain the best and brightest and deliver superior service to your clients. If your organization wants engaged customers, you require engaged employees. To achieve this, your people practices and leadership behaviours must reflect high level of engagement - defined as transparency, responsiveness and partnering.

This presentation is based on n-gen's book: *Loyalty Unplugged: How to Get, Keep & Grow All Four Generations*. We provide an overview of the four generations and how the generational identities translate into behaviours in the workplace, as it relates to loyalty, authority and work styles. We explore how generational identities impact your organization's ability to get, keep and grow high performing employees. We provide a framework for evaluating your HR practices and a process by which your organization can create strategies designed to engage your target audience.

Program Features

90 minute presentation

Audience

HR professionals

Learning Objectives

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

- ✦ Describe the four generations' life-defining events, values and characteristics
- ✦ Explain how generational identities translate into behaviours in the workplace
- ✦ Identify how leaders are pivotal to creating engagement
- ✦ Apply the principles of organizational engagement to evaluate and create HR strategies that will get, keep & grow all four generations

Program Content for 90 Minute Presentation

Defining the Generations

- Overview of life-defining events, attitudes and characteristics

Organizational Factors – Translating Identities into Behaviours

- Relationship to organization (loyalty)
- Relationship to authority
- Work styles

The New Workplace Reality

- Key characteristics of organizational and employee engagement
- The role of leaders in creating engagement
- The role HR plays in supporting leaders

Layering on Generational Considerations to HR Practices

Key considerations in the areas of:

- *Get:* recruitment/orientation (recruitment)
- *Keep:* total rewards programs, employee brand promises (retention)
- *Grow:* career-pathing, learning and development, mentoring, performance management, succession planning and management practices – communication, coaching, collaboration (development)

About Us

n-gen is the training partner of choice for industry leaders, providing solutions for managing generational differences in the workplace.

By focusing on the root causes of customer service, sales, leadership, teambuilding and HR practices, we deliver training programs that measurably improve performance within a multigenerational workforce.

Current and past US clients include Freddie Mac, Olive Garden, Pearson Education, Chevron, Enbridge Inc., Tharpe Robbins and Chicago Federal Reserve Bank. More than 50,000 people have benefited from n-gen's expertise, by attending a workshop or a presentation. n-gen's diverse client groups span small, medium & large enterprises, including 21 of the Global Fortune 500 companies, the top 5 Canadian banks, 20 leading post-secondary institutions in North America, 12 of Canada's largest energy companies, and government ministries & agencies at the federal, provincial, and municipal level.

n-gen's sales & customer service, leadership, Millennial, team building, and HR training programs provide people managers across the organization, with the strategies and techniques needed to engage multigenerational customers and employees.

n-gen's expertise is sought after by leading-edge organizations across North America who believe that maximizing the skill of their workforce drives performance, and is an integral part of building a sustainable business strategy.

To learn more about our programs or to purchase copies of our books:

- **Upgrade Now: 9 Advanced Leadership Skills**
- **Loyalty Unplugged: How to Get, Keep & Grow All Four Generations**

Please visit our website: www.ngenperformance.com and join us on Facebook and Twitter:



@ngen_training

Testimonials:

"n-gen People Performance has been an excellent partner over the last few months as we developed content and then Giselle Kovary taught the "Leading a Multi-Generational Workforce" class at Cisco Systems. Partnering with a Senior Vice President, she taught the class in the Americas, Europe and Asia. In all three theatres it was extremely well received – prompting much conversation and discussion. n-gen's commitment to customer service, plus their extensive knowledge on the subject of all of the generations in the workforce, today, has been of great benefit to us in this process.

Senior Manager, Cisco Systems

"The day I sat in a SHRM workshop led by n-gen is the day my perspective on the current workforce changed forever. Their engaging presentation MADE me think in a whole new way. There has been a lot of talk about the multigenerational workforce of today, but n-gen puts a spin on it so that it all falls in to place, and it just makes sense. We've worked this information into our management styles, our training delivery, our recognition and evaluation processes, our product lines, and our customer interface. It's absolutely awesome!"

Senior Vice President, TharpeRobbins