INTRODUCTION

- Why are Gen Ys so different and we need to treat them differently?
- Younger bosses, older workers; I can't work with them!!
- Young people now don't have the patience to work and want instant success. Why is it so?

We are in the era where three distinct generations: Baby Boomers, Gen X and Y are working together, each with their own perspective, styles and expectations. As each generation has its own preferred ways of getting things done, it will be helpful to address the differences and similarities over how they view work, what motivates them, and how they relate with others from a different generation. While Gen Xs are the new generation of leaders, Gen Ys are the fastest growing segment of the workforce. It is now becoming clear that "what used to work in the past may no longer be appropriate" now. There are often misunderstandings and conflicts that have to be addressed in order to foster a work climate where harmony and productivity can be achieved at the Malaysian workplace.

Our focus is on young Malaysians from Gen Y – who form the new and biggest recruitment age group in most organizations. This workshop strives to uncover their value drives, identify the differences and similarities that exists among the three generations, and highlight their preferences, expectations and aspirations. It will also examine the influence of culture, particularly local values and underlying assumptions and how they are demonstrated at the workplace with the main aim of developing shared practices to better manage and communicate with Gen Y. Within each organization, managers have to locate its own success recipe on how to retain, develop and lead the new generation to be future leaders and managers.

COURSE OBJECTIVES

At the end of the session, participants would be able to:

- Become aware of the differences at the personal, organizational and cultural levels between the three generations of the workforce.
- Acknowledge the values and belief systems of the three generations at the workplace.
- Identify strategies on how to manage, motivate and communicate with Gen Y.
- Integrate the differences to build synergies and enhance creativity and productivity at the Malaysian workplace.
- Increase their competency levels in leading and managing a multi-generational workforce.
- Increase awareness of different needs and expectations of each other based on different generations and cultural backgrounds.
- Enhance inter-personal skills to deal with each other.
- Explore solutions to overcome barriers and conflicts.

CONTENTS

The Generations
- An Overview - Baby Boomers, Gen X & Y
- Delights, Puzzles & Irritations among generations
- Research on Baby Boomers, Gen X & Y

The Malaysian Case
- Facts and Statistics
- Malaysian Generational Values & Belief Systems
- Cultural background and upbringing of Malaysians from different ethnic groups
Connecting with Gen Y
- Meaning of work and life integration
- Importance of Social Media
- Connectivity, speed and freedom

Bridging the Gap
- Managing & Communicating with Gen Y
- Motivating & Retaining Gen Y
- Building the next generation of leaders and managers
- Case studies

FACILITATOR

Ms Lily Lau is the Managing Director of Culture Dynamics DCI (Malaysia) Sdn Bhd, she is the speaker, trainer, facilitator and consultant for multiple training workshops, seminars and conferences. She has trained and facilitated more than 100 training workshops on culture, diversity, bridging generational gap, communication, interpersonal skills, and corporate culture transformation.

Ms Lau is the Certified Master Trainer for Directive Communication Psychology and she applies this methodology in her training delivery. Based on the belief that every individual is unique and has the capacity to excel, given the right opportunities, Lily's training methodology breaks barriers, cultivates trust and creates synergies across cultures. She works with individuals from the psychological perspective by understanding their genetic thinking style and personal desire, and combines the cultural influence background to provide holistic approach solutions.

Her articles on cross-cultural, generational and communication issues have been published in MyStarJobs newspapers, Smart Investors and Asian Quality magazines. Lily was interviewed in BFM radio on Malaysian generational issue and featured as a Directive Communication expert on the NTV7 Breakfast Show. With a formal degree from Japan, Lily is fluent in English, Japanese, Chinese and Malay languages.

Prior to training, she was an accomplished consultant, with 18 years of management and consulting experience in PricewaterhouseCoopers, catering to in-bound foreign investors of leading and global multinationals to Malaysia.