

**BRIDGING & MANAGING MULTI-GENERATIONAL WORKFORCE**  
**24-25 JANUARY 2018 (WEDNESDAY-THURSDAY), 9.00 AM – 5.00 PM**  
**@ Hotel Equatorial Penang**

**Target Group:** This program is ideal for Managers, Supervisors and Executives.

**Introduction:**

Currently, many organizations in the world are facing the problems of having 3 very distinct generations at workplace. Each of this generation brings their own set of beliefs and values which is very different with other generations. As a result, conflicts arise at workplace. This workshop is specially designed to understand each generation better and to look at solutions of how to bridge the generation gap at workplace.

**Learning Objectives**

The objective of this training is primarily to address concerns regarding:

- (a) Poor communication with different generation;
- (b) Dealing with different generations at workplace;
- (c) Dealing with generation Y;
- (d) Inculcating teamwork to resolve issues;
- (e) Conflicts at workplace with different generations resulting in low morale; and
- (f) Increase staff motivation and positive attitude at workplace.

**Program Delivery Methods:**

Program will include lectures, role-play, case study, video presentation and simulation activities.

**Course Content**

**MODULE 1: Introduction**

In this session, participants will learn on the following:

- What Generations Exist In The Workplace
- What Defines A Generation
  - ✓ Traditionalists – (Silent Generation)
  - ✓ Baby Boomers
  - ✓ Generation Xers
  - ✓ Generation Y or Nexters

**MODULE 2: Traditionalist**

The second module delves into understanding the traditionalist and looking at their characteristics which covers:

- ✓ Their Background
- ✓ Their Characters
- ✓ Their Working Style

**MODULE 3: Baby Boomers**

The third module looks into understanding the baby boomers and looking at their characteristics which covers:

- ✓ Their Background
- ✓ Their Characters
- ✓ Their Working Style

**MODULE 4: Generation X's**

The fourth module delves into understanding the Gen X's and looking at their characteristics which covers:

- ✓ Their Background
- ✓ Their Characters
- ✓ Their Working Style

**MODULE 5: Generation Y's (millennial)**

The fifth module looks at Generations Y and their characteristics which covers:

- ✓ Their Background
- ✓ Their Characters
- ✓ Their Working Style

**MODULE 6: Change for Better Results**

The sixth module looks at the importance of change and the aspects of assimilating change, changing for best performance and life experiences. In this session, participants will learn how of the years, different generations have operated and why is fundamental at the workplace today.

**MODULE 7: Finding a Common Ground**

In this session, participants will learn the importance of adopting a communication style and creating an affinity group. Besides this, participants will also be taught the importance of sharing knowledge. Participants will also be sensitized on understanding other generations besides theirs.

**MODULE 8: Conflict Management**

In this session, participants will learn the strategies of how younger bosses manage older workers. Besides that, the session also looks at how to avoid turnovers with a retention plan. It will also look at breaking down the stereotypes in generations.

**MODULE 9: Managing Different Generations Effectively**

Participants will learn how to embrace The Hot Zone, treat each other as a peer and to create a succession plan. This session will have a debate whereby participants of different generation will throw questions to one another before looking at a succession plan for the organization.

#### **MODULE 10: The Power of Multi generation workforce**

In this session, participants will learn about the dynamics of multi generation workforce and how organizational diversity has changed over the years.

**HRDF Claimable under  
SBL Scheme**

#### **Course Leader**

A consultant and social psychologist, **Dr Kamal Kenny** brings with him 10 over years of experience in the field of training and consultancy. He obtained his degree in University Science Malaysia and later continued with his Masters in Public Health from Wales, UK and then went on to complete is PhD in University Putra Malaysia in Social Psychology.

Dr Kamal besides training is very involved in Community Outreach Programmes where he is the Vice Chairman of Federation of Reproductive Health Adolescents Malaysia (FHRAM), Vice Chairman of Perak Family Health Association and is an Exco Member of Malaysian Children Council. He has a keen interest in young people and Reproductive Health and has presented in 3 International Conferences in this field. With a niche expertise in this area, he is constantly invited by Government agencies to workshops to develop modules on Reproductive Health as well as a speaker on issues pertaining to this subject.

Dr Kamal is not a new face to the training fraternity as he has carried out extensive training programs for companies like Petronas, Maybank, Westport's, Volvo, Johor Port, Sime Tyres, Giant and also a host of many government and local companies. He is known for his approach in delivering his training with current methodologies especially catering to the change in climate of corporate culture. In fact, many companies have continued to engage him due his skills in engaging participants with passion and interest during his workshops. His very popular programs include Corporate Grooming, Bridging Generation Gap and also Unlocking the Iceberg Phenomenon. Prior to being a Consultant, he was working at a managerial level for several organisations primarily overseeing policy matters, developing templates, operational issue management and developing performance management processes.

He has also 8 International publications to his credit as well as authored a module on Leadership for a local academic institution. Due to his background in research, he is able to develop frameworks and tools specifically to cater the needs of his clients. Dr Kamal has been, and continues to be the preferred choice consultant specialising in corporate excellence and bridging the generation gap at workplace. He works with corporate leaders and human capital division in developing comprehensive Executive Development Programs for employees.



Among the research that he has conducted in recent years are:

- Socio Gap Analysis of Cottage Industry – A Study Conducted for the State of Perak (2017);
- Study on the Landscape of Health Economics of Primary Care Physicians in Malaysia – A Study Conducted for Malaysian Medical Association in partnership with UPM (2016);
- Socio Economy Gap Analysis of Communities of the Raub District – A Study Conducted for East Coast Economic Region Development Committee (2015);
- Socio Economy Gap Analysis of Communities of the Lipis District – A Study Conducted for East Coast Economic Region Development Committee (2015);
- Socio Economy Gap Analysis of Communities of the Cameron Highlands District – A Study Conducted for East Coast Economic Region Development Committee (2015);
- Socio Economy Gap Analysis of Communities of the Temerloh District – A Study Conducted for East Coast Economic Region Development Committee (2015);
- Socio Economy Gap Analysis of Communities of the Bentong District – A Study Conducted for East Coast Economic Region Development Committee (2015);
- The Effect of Managed Care Organisation (MCO) and FOMEMA in Healthcare System in Malaysia – A Study Conducted for Malaysian Medical Association (2015);
- Public Perception of the Implementation of Dispensary Separation in Malaysia – A Study Conducted for Malaysian Medical Association (2015);
- A Study on Hardcore Poverty in Malaysia – Study Conducted with UPM (2008).

Dr Kamal has also been constantly been invited as a speaker for lunch meetings and has been invited by the medias like Bernama, TV3 and TV2 for interviews on his expertise in professional development and consultancy work.

**Closing Date for Registration:**  
**17 January 2018**

**flexiEdge Training PLT**  
Shoplot No. 9, Ground Floor,  
Hotel Equatorial Penang,  
1, Jalan Bukit Jambul,  
11900 Bayan Lepas, Penang.  
Tel/ Fax: 604-646 8377

Investment / Participation Fees			
Normal fee: RM 950.00 / participant		10% group discount for <u>three (3) or more</u> registered participants from the same company or subsidiaries	
REGISTRATION FORM			
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p><b>BRIDGING &amp; MANAGING MULTI-GENERATIONAL WORKFORCE</b> 24-25 JANUARY 2018 (WEDNESDAY-THURSDAY), 9.00 AM – 5.00 PM @ Hotel Equatorial Penang</p> </div> <div style="text-align: center;">  </div> </div>			
No.	Name of Participant(s)	Designation	Vegetarian? (please tick ✓)
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<b>Registration Submitted By:</b>			
Company Name:			
Company Address:			
Contact Person:		Designation:	
Tel:	Fax:	Email:	
Payment: Enclosed herewith Cheque/ Bank Draft (No. _____) amounting to RM _____ for ( ) participant(s), crossed and made payable to “ <b>flexiEdge Training PLT</b> ”. OR Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and send us the bank in/ transaction slip.			
Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at <a href="mailto:administrator@flexiedge.com.my">administrator@flexiedge.com.my</a> or through fax to 04-646 8377. For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355			
Terms and Conditions			
1. Fees are inclusive of program kits, refreshments, lunch and certificate of attendance. 2. <b>Program confirmation will be notified through email before the program date. Kindly ensure the email provided is reachable. Please check your email, read the details especially the date, time and final venue and acknowledge the confirmation notification.</b> 3. (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged. (b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, replacement is allowed. No shows shall be fully billed. No refund if participant/ replacement does not turn up on the training day. 4. flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.			
This program can be customised for In-House Training upon request. Please contact Ms. Felicia Tham/ Mr. Quah Eng Siang @ 04-646 8377/ 012-479 8377 or email us at <a href="mailto:administrator@flexiedge.com.my" style="color: white;">administrator@flexiedge.com.my</a> for more details or proposal.			