



RELATIONAL LEADERSHIP: customer service

LEARNING THE LANGUAGE OF MULTIPLE GENERATIONS

ONLINE LEARNING

Join presenter Mike Gibson as he leads your employees through Learning the Language of Multiple Generations. Mike reviews the four active workforce generations, and leads participants on a inspirational journey through the values, experiences, and expectations of Silents, Baby Boomers, Generation Xers, and Millennials.

Takes approximately one hour to complete and qualifies for nationally accredited CEUs.

Objectives:

By the end of this workshop, participants will be able to:

- Identify characteristics and experiences of various generations
- Identify paradigms and expectations of various generations
- Apply learning to current internal and external customer service challenges

