



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Managing Multi-Generational Workforces

Leadership Development



10514



In-Class



8 hours

Course Description:

This program equips leaders and HR professionals with the knowledge and tools to manage and engage a multi-generational workforce effectively. It challenges common stereotypes and focuses on building collaboration, improving communication, and aligning organizational practices across generations. Participants will learn how to design inclusive strategies for recruitment, retention, and development, while fostering a workplace culture built on trust, respect, and shared values.

Target Audience:

- Managers and Team Leaders
- Organizational Development Specialists
- HR Professionals & Talent Management Teams
- Anyone managing or working within multi-generational teams

Course Objectives:

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

- Explain generational differences, similarities, and their impact on workplace dynamics
- Analyze workplace challenges related to generational diversity and identify root causes beyond stereotypes
- Apply strategies to improve communication, collaboration, and engagement across different generations
- Evaluate organizational practices & develop inclusive strategies for recruitment, retention, and succession across generations

Course Outline:

Module 1: Understanding Generations in the Workplace

- Overview of workplace generations (Silents to Gen Z)
- Key characteristics, influences, and misconceptions
- The reality vs. myth of the generation gap
- Shared values across generations

Module 2: Diagnosing the Real Gap

- Where generational conflict actually comes from
- Values vs. behaviors vs. perceptions
- Impact of stereotypes and generalizations
- Identifying workplace gaps in communication and expectations

Module 3: Leading Across Generations

- Communication strategies for different generations
- Building trust and collaboration in diverse teams
- Creating inclusive team environments
- Leveraging generational strengths

Module 4: Building Inclusive Workforce Strategies

- Recruitment strategies for multi-generational appeal
- Retention and engagement practices
- Succession planning across generations
- Developing a practical action plan

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None