MALAYSIAN INSTITUTE OF ACCOUNTANTS

PROUD HOST:

MIAconference 2016

MIA INTERNATIONAL ACCOUNTANTS CONFERENCE

CPE HOURS GAINED **8**

CLAIMABLE UNDER THE SBL SCHEME **HRDF**

UNDERSTANDING AND SYNERGISING GENERATIONS FOR RESULTS

The biggest divide organisations face today is not gender, race or education but it is the generational divide. Managers engaging the younger workforce must remember that the gap between the two groups is constantly growing. They can no longer rely on the authoritative "command and control" style to get the job done. Instead, managers need to better understand Generation Y in order to synergise their talent with other generations to improve personal and organisational performance.

Organisations are facing enormous challenges in engaging and motivating Generation Y and must re-evaluate their employee value proposition or risk losing the battle for the minds of Generation Y. They need to think of new ways to attract and retain Generation Y while also being realistic about outcomes and expectations. There is a need to deploy strategies that will harness the energy, creativity and loyalty of Generation Y. This is unchartered territory for many managers and perhaps a timely opportunity to overhaul static and outdated workplace practices.

OBJECTIVES

This programme aims to help participants to:
- Learn to deal with multi-generational workforce's expectations effectively
- Define the differences between the inner needs and expectations of Gen-X and Gen-Y
- Facilitate Gen-X leaders' mentoring capabilities in order to drive Gen-Y accountability at work
- Help Gen-X leaders apply greater motivation to Gen-Y by accelerating their strengths, increasing their self-esteem, claiming more accountabilities and planning career growth
- Provide practical guide to sustain success as a leader in the face of multi-generational workforce challenges
- Create and apply a shared vision among the generational workforce in order to increase their sense of ownership in a team

METHODOLOGY

Short lectures with video presentations, group discussion and indoor activities.

WHO SHOULD ATTEND

- General Managers
- Business Division Heads
- HR Practitioners
- Managers
- Senior Executives
- Supervisors and Team Leaders

COURSE OUTLINE

Introduction
- Definition of generations
- Changing generations
- Identifying the various generations
- Understanding the fundamentals of different generations
- Factors affecting generations

Characteristics of generations
- Why do different generations behave differently?
- Background on generations
- What's their makeup?
- What do they value

Research and strategies on working across multi-generations
- How to attract?
- How to engage?
- How to retain?
- What engagement activity needs to be implemented?
- What performance management process needs to be removed?