



LEADING ACROSS GENERATIONS

**Building a Cohesive,
High-Performing
Team**



RM 2,600



**MALAYSIA HR FORUM ACADEMY
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Module Overview

In today's rapidly evolving business landscape, effective leadership is more crucial than ever. As leaders, we find ourselves navigating a diverse workforce comprising multiple generations, each with their unique perspectives, values, and expectations. To excel in this dynamic environment, it's essential to understand and adapt to these generational differences while cultivating a mindset of growth and appreciation. This program is meticulously crafted to empower leaders with the tools they need to foster collaborative and innovative teams that drive success across generations.

Learning Objectives

The main learning objective of this course is to provide participants with knowledge and skills to lead their team of different generations and personalities effectively to achieve the team's objective.

Targeted Participants

This course is intended for people managers who has formal leadership role.

Method of Training

- Slide Presentation
- Role Play
- Case Studies
- Group Discussions
- Assessments
- Games
- Opportunity for self-reflection and action planning



| Learning Outcome

At the end of this program participants will be able to:

- Describe the critical competencies of a leader
- Use Maslow Hierarchy to explain the different needs of different generations of employees
- Predict different personality profiles, behaviours and how to manage them effectively
- Explain the 4 stages of Performance Management System and apply techniques to better manage performance of employees
- Carry out coaching skills as a way of conversation and developing team members

| Duration

2 Days





Contents Day 1 9 am – 5 pm

Module 1: Introduction

- Leaders' vs Managers
- Leadership Qualities – Competencies of the Modern Leader
- The Challenges of Leaders nowadays

Module 2: Managing Diversity in Team

- Interpreting Generation Gaps using Hierarchy of Maslow
- Understanding DISC profiling
- Dealing with different generations & personality profiles

Module 3: Human Resource Planning

- Components in Effective Communication
- Principles of Effective Communication for Leaders

Contents Day 2 9 am – 5 pm

Module 4: Meeting Management

- Skills of a Situational Leader
- Assessing Employee's Ability
- The 4 situational leadership styles
- Matching employee's ability to leadership styles

Module 5: Performance Management System

- Performance Planning – Setting SMART KPI & Competencies
- Performance Monitoring – Keeping our team align
- Performance Review – Relating performance to Carrots & Sticks
- Performance Rewards & Consequences

Module 6: Coaching for Performance

- What is Coaching?
- The Mindset Shifts – Paradigm of Effective Leaders in Coaching
- The GROW Model
- Role Play: Coaching using GROW Model

Closing