



Managing Millennials and Gen Z

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To explain and demonstrate the importance of integrating Millennials and Generation Z into the workforce from a leadership perspective. This course assists leaders in understanding the unique characteristics of these generations and equips them with strategies to harness their strengths, foster engagement, and drive innovation.

This is a vital workshop for all leaders committed to building a sustainable and future-ready workforce in South Africa.

What Others Had to Say About this Course...

I thought generation theory was all nonsense as the youth have always been different, now I understand why there is a need for this training. As you say the speed at which the world is evolving doesn't always allow us to learn by chance.

– Sean, Stevenson Gallery

Who Should Attend this Course?

This course is ideal for both emerging and experienced Supervisors, Managers, and Leaders looking to enhance their understanding of Millennials and Generation Z, and effectively lead multigenerational teams.

Outcome

By the end of this workshop, learners will have a deeper understanding of Millennials and Generation Z, their workplace behaviours, and how to strategically engage these generations to boost productivity and foster a more dynamic, inclusive work environment.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
N/A	N/A	N/A	N/A

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1 Day

Content

Topic	What You Will Learn
Recognising Generational Differences	• Understanding what generations are • How national events and trends influence generational thinking • How the generation theory needs to be adapted in the South African context • Recognising the challenges and strengths of a workforce with four and soon five generations present
The Generation Descriptions in the South African Context	• Characteristics of Baby Boomers, Generation X, Millennials, and Generation Z • The influence of South African socio-political events on each generation • Comparison between urban and rural generational experiences • The ongoing adaptation of generational theory in a diverse society
Recognising Millennial and Gen Z Strengths	• Strong technological proficiency and digital fluency • Comfort with collaboration and teamwork • Enthusiasm for learning and development opportunities • Flexibility and adaptability in work environments
Recognising Current Millennial and Gen Z Challenges	• Balancing high expectations with workplace realities • Increased levels of anxiety and stress • The challenge of frequent job-hopping • Navigating a culture of entitlement and instant gratification

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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