

## Navigating The Modern Workforce - Diversity, Culture, Generations

### Overview

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In this course, students will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.

### Target Audience

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Team leaders, managers, executives and other business professionals who lead others.

### Course Objectives

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After completing this course, students will know how to:

- Learn to lead in a world of diversity
- Engage and empower our multi-generational workforce
- Leverage culture as the new strategic differentiator
- Develop your path to leadership success

### Course Outline

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#### 1 - A Complex World of Diversity

Working in Fluid Dynamic Environments  
Understanding the New Transient Workforce  
Addressing the Need for a New Type of Leadership  
Leading with Authenticity  
Developing Required Skills and Competencies  
Decentralizing Power

#### 2 - Making Difference Your Strategic Advantage

Engaging in the 21st Century  
Measuring Engagement and Taking Advantage of High Engagement  
Overcoming Challenges to Employee Engagement  
Embracing Difference and Bridging Boundaries  
Developing Cultural Intelligence and Responding Effectively to Cultural Differences  
Applying SCARF to Direct Behavior

### 3 - Leveraging Change as the New Normal

Understanding and Applying Emotional Intelligence

Motivating Others

Key Areas of Interest - Behavioral and Cognitive, Psychodynamic and Humanistic, and Personality Types

Developing Your Leadership Psychological Toolkit

Identifying Drivers – Desires and Expectations

The Impact of an Environment of Trust

Meeting the Needs of the Social Brain

Promoting Involvement

### 4 - Creating Leaders for the Future

Facing the Challenges of a Modern Leader

Avoiding Cultural Pitfalls

Creating a Common Culture for All

Leading Fluid Teams

Seeking Diverse Perspectives

Soliciting Feedback

Utilizing Various Leadership Styles – Storytelling, Adaptive, and Connective

Building a Sustainable Vision, Developing a Path, and Creating a Passion for Excellence

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