

HUMAN RESOURCES | COURSE BROCHURE

Managing Generational Diversity in the Workplace

5 days | Classroom training | English

SMART HORIZON

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Explore current programmes

https://smarthorizon.uk



Course content

Why attend

Today's workplaces include several generations with different expectations about work, communication, technology and careers. This course explores generational differences and similarities, avoids stereotypes, and provides practical strategies for leading multigenerational teams, knowledge transfer, flexible careers and inclusive people practices.

Misunderstandings between generations can create friction and lost knowledge. This course helps you turn age diversity into a strength.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses discussions, case studies, team exercises and practice designing inclusive approaches.

Course objectives

By the end of this course, participants will be able to:
• Understand generational characteristics and avoid stereotyping
• Recognise how age diversity affects team dynamics
• Adapt leadership and communication styles
• Facilitate knowledge transfer between generations
• Design flexible and inclusive career practices
• Address age discrimination risks

Target audience

This course is suitable for:
• Managers and team leaders
• HR professionals
• Diversity and inclusion specialists
• Learning and development professionals
• Senior leaders



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Target competencies

Participants will develop competencies in:

- Age-inclusive leadership
- Communication adaptation
- Knowledge transfer
- Reverse mentoring
- Inclusive HR practices
- Team collaboration

Course outline

Day 1: Generations at Work

09:00–09:54	Generational profiles
09:54–10:48	Similarities and differences
10:48–11:00	Avoiding stereotypes
11:00–11:30	**Coffee break**
11:30–12:12	Avoiding stereotypes (continued)
12:12–13:06	Demographic trends
13:06–14:00	Exercise: Team age profile

Day 2: Communication and Collaboration

09:00–09:54	Communication preferences
09:54–10:48	Technology use
10:48–11:00	Feedback and recognition
11:00–11:30	**Coffee break**
11:30–12:12	Feedback and recognition (continued)
12:12–13:06	Resolving friction
13:06–14:00	Workshop: Communication adaptation



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Day 3: Leading Multigenerational Teams

09:00–09:54	Motivation across life stages
09:54–10:48	Flexible working
10:48–11:00	Career expectations
11:00–11:30	**Coffee break**
11:30–12:12	Career expectations (continued)
12:12–13:06	Team building
13:06–14:00	Case study: A multigenerational team

Day 4: Knowledge Transfer

09:00–09:54	Retiring expertise
09:54–10:48	Mentoring and reverse mentoring
10:48–11:00	Knowledge capture
11:00–11:30	**Coffee break**
11:30–12:12	Knowledge capture (continued)
12:12–13:06	Succession
13:06–14:00	Exercise: Knowledge transfer plan

Day 5: Inclusive Practices

09:00–09:54	Age discrimination
09:54–10:48	Recruitment and development
10:48–11:00	Later-career options
11:00–11:30	**Coffee break**
11:30–12:12	Later-career options (continued)
12:12–13:06	Measuring inclusion
13:06–14:00	Capstone: Age-inclusive action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**£3,150.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Frankfurt Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,650.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Kuala Lumpur Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Paris Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,860.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,650.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
Amsterdam Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,540.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Rome Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**
Singapore Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,820.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
London Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Dubai Confirmed dates	8 Mar 2027	12 Mar 2027	**£3,150.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Frankfurt Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,650.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Rome Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,450.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,860.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Istanbul Confirmed dates	10 May 2027	14 May 2027	**£2,650.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
Amsterdam Confirmed dates	24 May 2027	28 May 2027	**£2,540.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Vienna Confirmed dates	31 May 2027	4 Jun 2027	**£2,940.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.-**
Singapore Confirmed dates	14 Jun 2027	18 Jun 2027	**£2,820.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Dubai Confirmed dates	12 Jul 2027	16 Jul 2027	**£3,150.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Frankfurt Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,650.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**
Cape Town Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,890.–**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,450.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Paris Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,860.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Istanbul Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,650.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Amsterdam Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,540.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,890.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.-**
Singapore Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,820.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**
Dubai Confirmed dates	8 Nov 2027	12 Nov 2027	**£3,150.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.-**
Frankfurt Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,650.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	29 Nov 2027	3 Dec 2027	**£2,840.–**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,450.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.–**
Paris Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,860.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.–**



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Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online