COURSE SYLLABUS

Leading a Multi-Generational Government Workforce

Leading multigenerational teams in government requires understanding the different values, expectations, and communication styles that shape workplace interactions. This topic explores strategies for reducing generational stereotypes, addressing conflict, and creating team practices that support collaboration across age groups.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/leading-a-multi-generational-government-workforce



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Course Outline

Module 1: The Generational Landscape in Government

- Who is on today's federal and state-and-local teams

- Stereotypes vs. evidence

- Reflection: My own generational lens

Module 2: What Each Generation Actually Wants at Work

- Purpose, flexibility, stability, growth — by generation

- Where preferences overlap more than they differ

- Activity: Map your team

Module 3: Communication and Feedback Across Generations

- Channels, tone, and expectations

- Giving feedback that lands across age and tenure

- Activity: Rewrite a message three ways

Module 4: Mentoring, Reverse Mentoring, and Knowledge Transfer

- Capturing institutional knowledge before it walks out the door

- Reverse mentoring done well

Module 5: Capstone — A Team Practice Refresh

- Capstone Activity: Redesign one team practice for generational fit

- Closing: First conversation to have this week