

exeQserve

Leadership in a Multigenerational Workplace

Online Workshop



DATE & TIME

June 30, 2026 | 8:00 AM - 5:00 PM

PLATFORM

via Zoom

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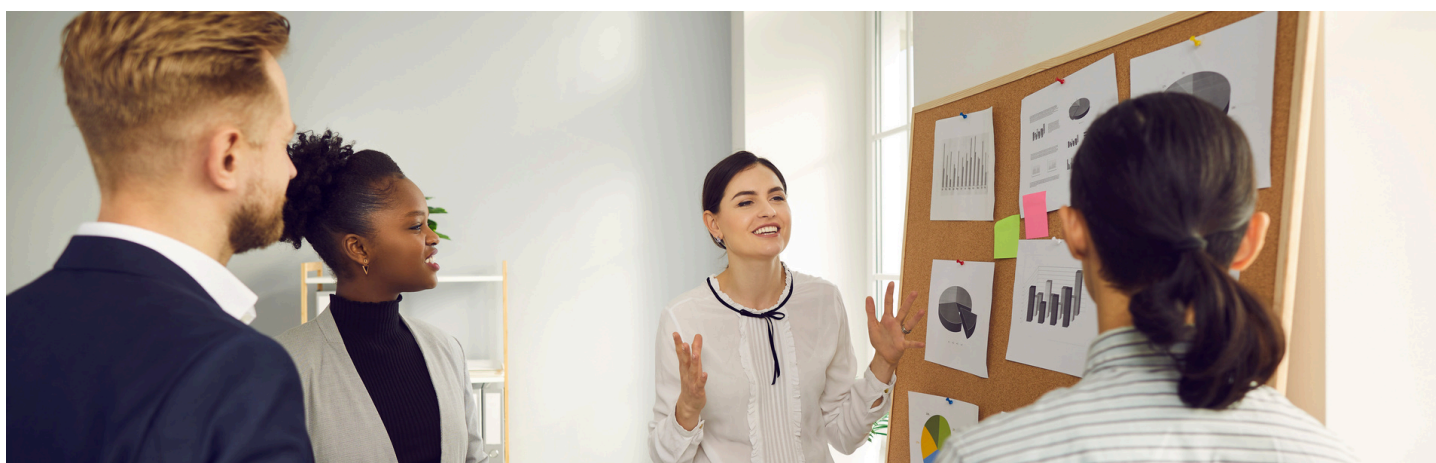
Workshop Overview

Today's workplace brings together employees from different generations, each with different expectations about work, leadership, communication, feedback, recognition, flexibility, accountability, and career development.

Some employees want frequent feedback, meaningful work, coaching, and stronger developmental support. Others value professionalism, consistency, respect for experience, and clear standards. These differences can create misunderstanding, frustration, disengagement, and unnecessary conflict when leaders use a one-size-fits-all approach.

This one-day live online workshop is designed to help leaders manage and develop employees across generations more effectively. It focuses on practical leadership approaches, generational awareness, feedback conversations, psychological safety, employee engagement, and developmental support that can be applied immediately in the workplace.

This is not a lecture-heavy session about generational stereotypes. It is a practical leadership workshop for people who need to lead real employees, manage real expectations, and handle real workplace conversations.



What Participants Will Learn

By the end of the workshop, participants will be able to:

1. Understand how generational differences affect workplace expectations, communication, feedback, motivation, accountability, and team dynamics.
2. Recognize common points of friction among different generations in the workplace.
3. Distinguish when to lead, manage, mentor, coach, or counsel employees.
4. Apply practical leadership responses to common multigenerational workplace situations.
5. Give feedback in a way that promotes clarity, accountability, trust, and psychological safety.
6. Respond better to stress, disengagement, uncertainty, and emotional withdrawal among employees.
7. Practice leadership conversations using realistic workplace scenarios.
8. Create a personal action plan for improving leadership practice in their own teams.

Who Should Attend

This workshop is ideal for:

- Supervisors
- Managers
- Team leaders
- Department heads
- Functional leaders with people management responsibilities
- HR practitioners
- L&D practitioners supporting leadership development
- Emerging leaders preparing to handle mixed-generation teams

Why Attend

Leading a multigenerational team is not about memorizing labels for Baby Boomers, Gen X, Millennials, or Gen Z. It is about understanding people better, communicating more clearly, setting expectations more effectively, and adjusting leadership responses without lowering standards.

When leaders fail to understand generational differences, small issues can easily become bigger problems: miscommunication, disengagement, resentment, poor follow-through, and avoidable conflict.

This workshop helps leaders move from frustration to better leadership practice. Participants will learn how to build trust, give feedback, support development, and handle workplace conversations with more clarity, confidence, and care.

Expected Participant Outputs

By the end of the workshop, participants will produce:

- Personal reflection on current leadership style
- Analysis of common multigenerational workplace friction points
- Leadership response map for workplace situations
- Improved feedback statements
- Manager check-in guide
- Insights from leadership conversation practice
- Personal leadership action plan

Workshop Outline

Time	Module	Key Topics/Activities	Output
08:00 am to 08:30 am	Opening, Session Overview, and Pre-Training Reflection	<ul style="list-style-type: none"> • Workshop overview • Learning expectations • Reflection: How ready am I to lead across generations? • Online participation norms 	<ul style="list-style-type: none"> • Personal leadership reflection
08:30 am to 10:00 am	<p>Module 1: Understanding the Multigenerational Workplace</p> <p>Learning Activity: Spot the Differences, Find the Clashes Participants identify common workplace situations where generational expectations may create misunderstanding or tension.</p>	<ul style="list-style-type: none"> • Generational realities in today's workplace • Differences in work expectations and motivators • Communication preferences across generations • Common friction points in authority, feedback, flexibility, and accountability • Why stereotyping generations can weaken leadership effectiveness 	<ul style="list-style-type: none"> • List of common multigenerational friction points and leadership implications
10:00 am to 10:15 am	Morning Break		
10:15 am to 10:45 am	<p>Module 2: Choosing the Right Leadership Response</p> <p>Learning Activity: What Response Does This Situation Need? Participants analyze workplace scenarios and decide whether the leader should manage, coach, mentor, counsel, or directly address performance.</p>	<ul style="list-style-type: none"> • Leading, managing, mentoring, coaching, and counseling • When each response is appropriate • Employee readiness and support needs • Matching leadership response to workplace situations • Avoiding over-rescuing, under-leading, and inconsistent handling 	<ul style="list-style-type: none"> • Leadership response map for common workplace situations

Workshop Outline

Time	Module	Key Topics/Activities	Output
10:45 am to 12:30 pm	Guided Leadership Practice	<ul style="list-style-type: none"> Paired or triad practice Scenario-based leadership conversations Peer observation and feedback Facilitator processin 	<ul style="list-style-type: none"> Practice notes and leadership conversation insights
12:30 pm to 01:30 pm	Lunch Break		
01:30 pm to 02:45 pm	<p>Module 3: Feedback and Psychological Safety Across Generations</p> <p>Learning Activity: Reframing Statements That Backfire Participants revise common feedback statements that may sound judgmental, vague, dismissive, or demotivating.</p>	<ul style="list-style-type: none"> Why feedback conversations fail Difference between criticism, feedback, and developmental dialogue Feedback and psychological safety Giving feedback without avoiding accountability Making feedback specific, factual, and actionable Reframing statements that backfire 	<ul style="list-style-type: none"> Improved feedback statements for actual workplace use
02:45 pm to 03:00 pm	Afternoon Break		
03:00 pm to 04:00 pm	<p>Module 4: Leading for Engagement and Resilience</p> <p>Learning Activity: The Manager Check-In Practice Participants practice short check-in conversations that combine empathy, clarity, and accountability.</p>	<ul style="list-style-type: none"> Signs of employee struggle and disengagement Common stressors affecting younger and mixed-generation employees Leading for resilience without over-rescuing Manager check-ins that are supportive and accountable Helping employees regain focus, ownership, and confidence 	<ul style="list-style-type: none"> Manager check-in guide for workplace application

Workshop Outline

Time	Module	Key Topics/Activities	Output
04:00 pm to 04:40 pm	Integrated Leadership Simulation	<ul style="list-style-type: none"> • Leadership role-play • Peer observation • Debriefing and feedback • Identification of improvement points 	<ul style="list-style-type: none"> • Personal leadership practice insights
04:45 pm to 05:00 pm	Learning Action Planning and Workshop Close	<ul style="list-style-type: none"> • Start-Stop-Continue reflection • Personal leadership commitment • Action planning • Workshop synthesis 	<ul style="list-style-type: none"> • Personal leadership action plan

Workshop Methodology

The workshop will use practical and interactive online learning methods, including:

- Short concept discussions
- Guided reflection
- Online group discussions
- Scenario analysis
- Leadership conversation practice
- Role-play and simulation
- Feedback and debriefing
- Action planning

Facilitator's Profile



Edwin C. Ebreo

CEO & Founder of
ExeQserve Corporation

Why is Ed Ebreo your best choice for conducting this training?

Ed is recognized by the Philippine Society for Talent Development as a Certified Professional Training Designer (CPTD), and Certified Professional Training Facilitator (CPTF). He contributed significantly in the design and delivery of related certification courses to numerous practitioners.

Edwin is a seasoned expert in Organization Development and Talent Management with three decades of diverse experience spanning retail, financial, BPO, and HR consulting sectors. As President of the Philippine Society for Talent Development and host of "Usapang Training Atbp.", he plays a vital role in advancing the talent management practice in the country. Renowned for his proficiency in facilitating strategy formulations, policy development, and change management initiatives, Ed has led numerous projects aimed at enhancing organizational effectiveness and talent development. Widely recognized for his prowess in designing and implementing learning activities tailored to meet clients' unique needs across various industries, his commitment to empowering HR practitioners and individuals underscores his passion for nurturing talent and driving organizational success.

Learning Investment

Details	Duration	Early Bird Rate	Date
Leadership in a Multigenerational Workplace	8 hours	Php 1,680.00 (VAT inclusive)	June 30, 2026

Payment and Registration

Register through our online registration form (<https://forms.gle/W5TAbtBF5Ux5bHNj6>)
And follow the instructions to settle your payment.

You may also opt to register through our Account Managers:

Step 1 - Send us a list of participants you want to register. Kindly include their full names, designations, and email addresses.

Step 2 - For the invoice, also provide the following:

- BIR 2303
- Key contact person (Full Name/Designation/Contact Number) for billing purposes.
- Billing Delivery Address

Step 3 - Settle your payments through bank transfer or bank deposit, and send us a copy of the proof of payment.

Bank Details

Account Name: EXEQSERVE CORPORATION

Account No. : 000-0005962-081

Bank: Security Bank (Dela Rosa Branch)

About ExeQserve

EXEQSERVE CORPORATION is an HR and Organization Development solutions provider that has been operating since 2007. As a strategic partner, we have helped our clients build high-performing teams by offering training, public workshops, and other HROD interventions.

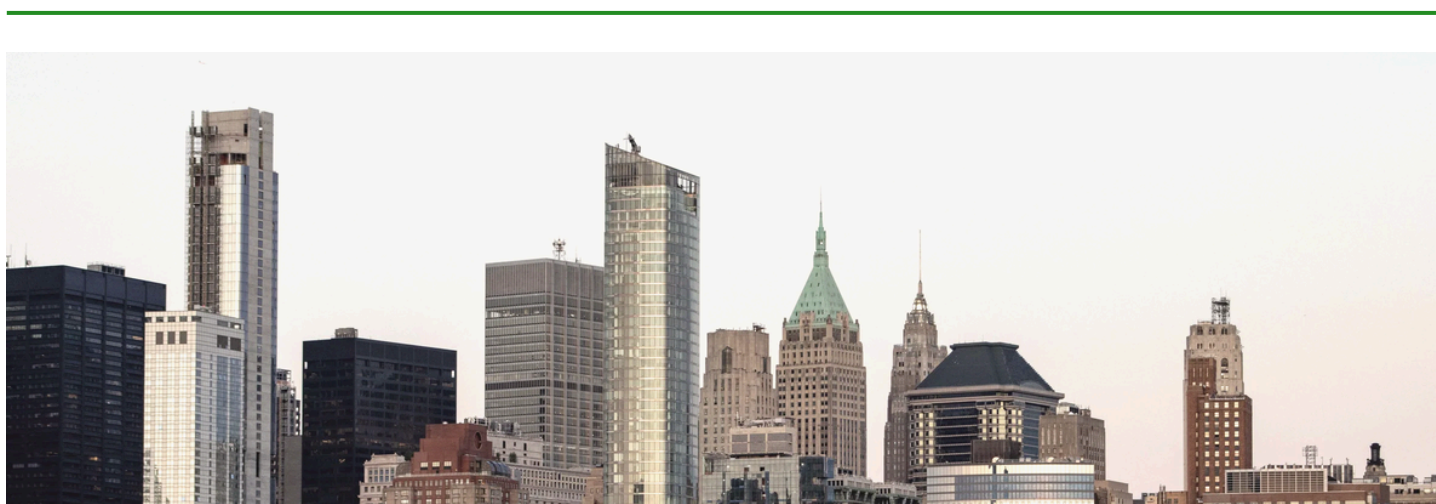
Training

ExeQserve Training will work closely with you to identify your training needs. We tailor-fit our programs to ensure that your employees get exactly what they need. With our passion for fun, balanced with our practical and skills-focused approach, we deliver training that is right for you.

At ExeQserve, we believe that the best way to develop employees' capacity to perform is through a strategic talent development approach.

Consulting

ExeQserve HROD Consulting does its best to understand your organization, its goals, and aspirations, and its current situation and identify the best solution to help enable and empower your employees to contribute to goal achievement. We design employment policies, incentive programs, performance management systems, and other interventions to help you achieve organizational alignment.



Mission and Vision



Our Vision

Powered by a successful team of professionals, ExeQserve shall be a sought-after partner of local and international organizations for our innovative and high quality talent and organization development solutions.



Our Mission

We are committed to providing outstanding services to help companies build teams of high performing individuals



Our Values

Our people are committed to giving value-adding services through:

Pursuit of Excellence

Creativity & Resourcefulness

Customer Intimacy

Flexibility

Teamwork

Fun