



Canadian Council for Youth Prosperity
Conseil Canadien pour la Réussite des Jeunes

Intergenerational Communication in the Workplace Ideation Workshop



About the Workshop

It's time to host your own ideation workshop! Through the 3-hour session, you will explore current behaviors, identify challenge areas and brainstorm solutions on intergenerational communication in the workplace.

Learning Objectives:

- Identify common behaviors of intergenerational communication in your workplace.
- Identify key challenge areas of intergenerational communication in your workplace.
- Create and prototype new ideas to solve these challenges.





How to Use the Workshop Slides

These slides serve as both the facilitation guide and participant facing activities to use in the workshop. As the person running the workshop (aka the facilitator) you can follow these slides as well as use our Google Jamboard tool.

How to use the materials:

- Slides with a light blue background – these are designed for the facilitator and give instructions. You can delete or hide these slides when its time to run the workshop.
- Slides with a white background – these are participant facing slides to share during the workshop.





How to Run the Workshop Activities

In the instructions, we give two technical ways to run the activities. The first is to use Google Jamboard. The second is to use Zoom and PowerPoint slides (PPT).

Both options will work. We recommend going with the tool you have access to – in our office, that is Google Jamboard.

For each activity, we will give instructions to use Google Jamboard first, and alternative instructions on using Zoom tools on the blue sides.

If you choose to use the Google Jamboard, you can copy our template on Slide 5.

If you choose to use the PPT slides, you can save a version of the white workshop slides to share with participants.



Getting Set Up

What you need to run the workshop

Who

- 2 facilitators – 1 activity lead and 1 for tech support and note taking
- 4 to 10 participants

Tools

- Zoom or an online video platform
- Google Jamboard
- Notetaking tool of your preference

Timing

- One session of 3 hours or you can divide the workshop into two 1.5 hour sessions.

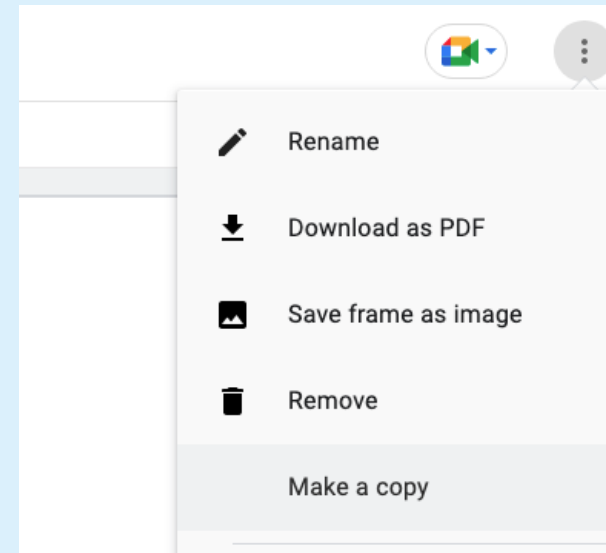


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Setting up the Google Jamboard

You can copy the Jamboard template for the workshop at this link:
<https://jamboard.google.com/d/1w6oiXrmXqRFajRcH3N8hr4ommUhV4gUJdIci9lpInFI/edit?usp=sharing>

Please select the 3 dots on the right hand toolbar, and click “Make a Copy” to make your own jamboard.





Using the Technology

During the workshop, we will ask you to use features of Zoom. Below are helpful links to ensure you are a tech wiz on Zoom before the session.

[Basic Zoom Meeting How-Tos](#): Set up your Zoom meeting for the workshop.

[Screen Sharing](#): How to share the slides during the session.

[Using Chat to Send Files](#): How to send files to participants over chat.

[Using the Annotate tools](#): How to draw and use stamps for collaboration activities.

[Using Breakout Rooms](#): How to divide the group into different rooms for activities.

[Using the Whiteboard function](#): How to use a whiteboard for brainstorming.



Using the Technology

Google Jamboard is an easy to learn collaboration tool! As a facilitator you may want to brush up in advance of the session.

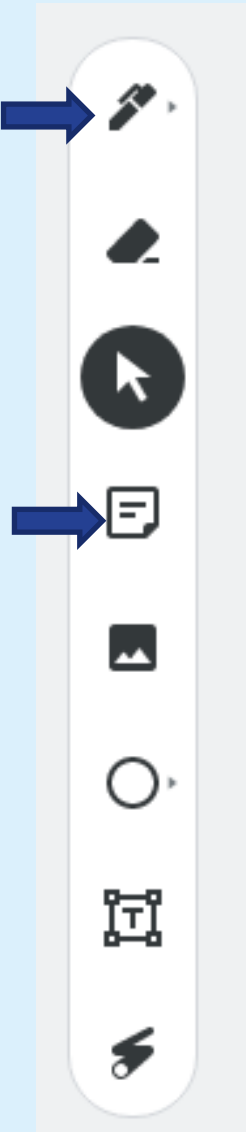
Sharing the Jamboard – share your Google Jamboard link in the chat of Zoom. Make sure the link is set to “Anyone with the link” is an “editor”

Using the Toolbar – the toolbar is on the left hand side. We will use the pen and sticky note function. Click on the pen and sticky note icon and you are ready to go.

Drawing – You can use the pen to draw on the board.

Sticky Notes – You can click on and then type in your response. Hit “Save” and it will appear on the board.

Navigating the Boards – each activity has its individual board. You can navigate to the next board by clicking the arrows at the top center of the tool





Pre-Workshop Engagement and Knowledge Building

Engage your audience before the workshop with subject matter and reflection activities. These tools will help set the table for conversation. As facilitator, share the files from the toolkit in advance of the session. You can cut and paste the message below with your workshop invitation:

Check out a few resources to get you focused and engaged on intergenerational communication! We'll jump right in at our workshop to tackle real problems and create solutions.

Download the Intergenerational Communication Toolkit here: [\(insert link\)](#)

- Build your subject matter expertise through the Intergenerational Communication Knowledge Sheet.
- Take the Self-Assessment Tool to understand your current relationship with intergenerational communication.
- Deepen your knowledge with a Case Study and Webinar.





It's Showtime!

You are ready to run the workshop!
The following slides are the workshop and activities.

For each activity, there are white activity slides followed by one blue instruction slide. Feel free to print or have the blue slides up on another screen. You can hide those slides in PPT or Google slides during the workshop when you present.

Get ready to discover and ideate!





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Intergenerational Communication in the Workplace Ideation Workshop



Welcome

Let's get set up!

- Hello! I am your facilitator for today.
- Please have your video on and your microphone on mute.
- This session will be interactive – please come off mute to speak.
- Ask questions in the chat.
- We will be using Zoom and Google Jamboard today. Let's get them set up!

What are we doing today?

- We are going to discuss intergenerational communication in our workplace.
- We are going to highlight challenge areas and come up with solutions.



Welcome



5 minutes

It is time to begin your workshop! For the welcome you can:

1. Introduce yourself and provide a quick introduction on who you are.
2. Greet participants as they sign in.
3. Review the video and microphone functions on Zoom.
4. If using Google Jamboard, share the jamboard link in the chat. Ask for a thumbs up from the group to make sure everyone can use the link.
5. If using PPT slides, share the file in the chat and ask the group to download the file.
6. If using Zoom features, tell folks where to find the toolbar at the top and ask for a thumbs up when they can locate it.
6. You know your group – if introductions are needed ask participants for their name and a one sentence introduction.



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Activity 1. Knowledge Recap

What do we already know about intergenerational communication?



Activity 1. Knowledge Recap



10 minutes

Let's start with a refresh.

1. Ask the group to share one fact they know on intergenerational communication. There are no wrong answers here – it can be information from the pre-work or personal experience.
2. Prompt participants if they remember anything from the Intergenerational Toolkit materials.
3. Have your co-facilitator take down key highlights. This can be on the corresponding Google Jamboard for this activity or in the notetaking tool of your choice.



Activity 2. Words to Picture to Words



Activity 2. Words to Picture to Words

Debrief


What was the most challenging part of the activity?

What types of communication did we use?

What tones or styles came out during the activity?



Activity 2. Words to Picture to Words

 15 minutes

1. Select one individual in the group as the person that will be the drawer.
2. Ensure the drawer is on the corresponding Google Jamboard for this activity and have clicked on the Pen tool.
3. Share with that individual via chat or in a breakout room the sentence they will be drawing, from one of the options below. **Sentences:**
Cooking pancakes for breakfast
Walking the dog in the park
Skiing down a mountain
Dancing at a wedding
4. Inform the group the individual will be drawing a secret sentence the group needs to guess. The group is encouraged to come off mute and say their answer when they know what the sentence is. The group will have 5 minutes to guess.
5. Share the Google Jamboard in the Zoom room using the screen share function, so participants can see the drawing.
6. Start a timer for 5 minutes. Inform the drawer it is time to start.
7. As drawing occurs, moderate answers and let the group know if they are close or far off from the sentence. If the group is stuck, you can allow the drawer to give hints without saying the exact sentence.
8. Once the group correctly guesses or time is done, invite everyone back to Zoom.
9. Share the debrief questions and ask each question to the group. Allow time for participants to respond. The co-facilitator can write down key reflection points.

Using Zoom and PPT:

1. Share slide 15 on the Zoom screen.
2. Ask the drawer to go to the top bar and click "Annotate". Click on "Draw" to draw anywhere on the screen. Change the pen colour by clicking on "Format".
3. Once done, click "Clear" to remove the drawing.
4. Alternatively, you can launch a Zoom Whiteboard from the host toolbar and use the pen tool there to draw.



Activity 3. I Communicate Where?

Place a checkmark on the communication tools you use in the workplace.

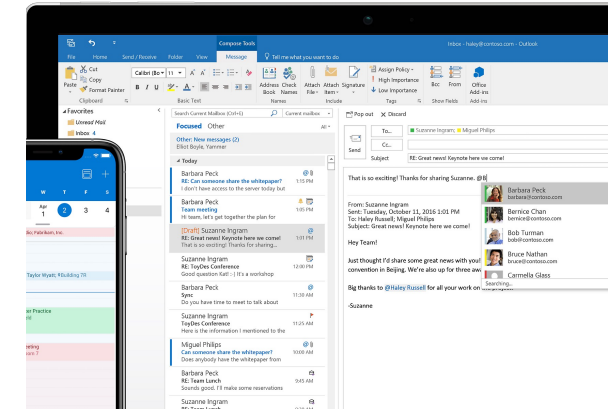
Discovery



LinkedIn












zoom



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Activity 3. I Communicate Where?

Evaluate your top 3 most used tools in your workplace. How do you communicate with each tool?

Tool	Overall Experience Communicating across Generations	Who do I communicate with via this tool? How does it change my communication style?	What communication challenges do we encounter with this tool?
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Activity 3. I Communicate Where?

Evaluate your top 3 most used tools in your workplace. How do you communicate with it?

Tool	Overall Experience Communicating across Generations	Who do I communicate with via this tool? How does it change my communication style?	What communication challenges do we encounter with this tool?



Activity 3. I Communicate Where?

Debrief


What trends did you notice in the group?

Were there differences in technology use across the group?

What assumptions were made?



Activity 3. I Communicate Where?

 30 minutes

1. Introduce Activity 3 to the group. Review the various communication tools shown on Slide 18.
 2. Direct participant to the corresponding Google Jamboard. Ask participants to draw a checkmark on the tool they use in their job. Let participants know they have 1 minute to check off all the tools they use.
 3. Have participants return to the Zoom screen. Share the results of the Jamboard and identify the 3 tools with the most checkmarks.
 4. Share slide 19 and review the table. Participants will complete the table on the top 3 tools identified in Step 3. Participants will rank their experience using the tool (sad, neutral, good), who they use it with and challenges.
 5. Ensure participants can access the corresponding Jamboard of the table. There should be one Jamboard per group.
 6. Divide participants into 2 groups, using the breakout room function on Zoom. Nominate one participant to capture notes on the Google Jamboard. Set the breakout rooms timer for 10 minutes.
 7. After 10 minutes, bring participants back to the main Zoom room.
 8. Ask the debrief questions to the group with the questions on Slide 20. Allow 10 minutes for the discussion. The co-facilitator can write down key reflection points.
- Using Zoom and PPT:
1. Share your screen of the communication tools on Slide 18. Ask participants to go to the Zoom toolbar and select "Annotate" and then "Stamp".
 2. Participant can place a checkmark stamp on the tools they use.
 3. As the facilitator, click "Save" to capture the results and then click "Clear" to reset your screen on the toolbar.
 4. For the second stage of the activity, send a PPT file of Slide 19 to participant in the group chat.
 5. In the group, ensure one person is completing the PPT slide. Set up the breakout rooms in the same fashion.
 6. Ask the individual to save the PPT file and send it back to you on the main chat or email, once the activity is complete.



Activity 4. A Day in our Workplace

Document an average day in your workplace from start to finish.
Who, what and how did you communicate? Rank it as a positive or negative interaction.




Activity 4. A Day in our Workplace

Debrief

Share one positive and negative experience in your day.
What are common experiences we see?
What negative experience resonates the most strongly?



Activity 4. A Day in Our Workplace

 30 minutes

1. Introduce Activity 4 to the group. Ask participants to reflect on communication in a typical work-day using the framework on Slide 22. Participants can type, draw and use pictures to show a day of communication, and if its positive or negative experience.
2. Direct participants to the corresponding Jamboard, ensuring there is one Day in the Life Jamboard per participant.
3. Set a timer for 15 minutes for participants to complete the activity.
4. After the activity is complete, divide participants into 2 break out rooms using Zoom. Place yourself and your co-facilitator one in each room.
5. Ask participants to share their day in the life. Guide participants through the debrief questions on Slide 23.
6. Return to the main room. Have facilitators share back the key highlights from their breakout room.

Using Zoom and PPT:

1. Send a PPT file of the Day in the Life activity on slide 22 to participants in the Zoom chat.
2. Ask participants to complete the day in the life slide in PowerPoint using text box, draw or insert picture functions.
3. Ask participants to save the file and send it to you on the main chat or email after the activity.





Break Time

Time to stretch, get water and take a break!

- See you for the second half of our workshop!
- We have planned for a 5-minute break.



Activity 5. Ideas for a Co-worker



Ideation



Meet Jamie. Jamie is new to your organization. They are just out of university and identify as Gen Z. This is their first full-time office job, and they are starting as a project coordinator. In the workplace, they value using new technology and tools. In school, they conquered online learning but don't remember the last time they had to print something.

Problem Statement: How might we support Jamie communicating with co-workers of different generations?

Challenge Areas:

Ideas:



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Activity 5. Ideas for a Co-worker



Ideation



Meet Gabriel. Gabriel is the leader of your organization. They have worked their way up in the sector and wear many hats in their role as leader. In the workplace they value efficiency and need to know the big problems quickly. In their time in the workplace, they have gone from fax machines (remember those?) to working fully remote.

Problem Statement: How might we support Gabriel communicating with co-workers of different generations?

Challenge Areas:

Ideas:



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Activity 5. Ideas for a Co-worker



60 minutes

1. Introduce Activity 5 to the group. Review with the group the two user personas on Slide 26 and 27. Participants will flesh out each user and their challenge areas, using the template.
2. Divide participants into two groups. One group will design for Jamie and one for Gabriel. Ensure participants can access the corresponding Jamboard of their user.
3. Group participants in breakout rooms. Set a timer for 10 minutes to work on the challenge area.
4. Once the 10 minutes are up, bring the group back to the main Zoom room. Inform participants they will move onto brainstorming ideas for their user. The goal is to brainstorm as many ideas as possible and get as many sticky notes as possible on the Jamboard.
5. Return participants to the same break out room for 20 minutes to brainstorm ideas. Facilitators can join rooms to support participants.
6. Once the 20 minutes are up, bring the group back to the main Zoom room. Instruct participants to merge their sticky notes into concrete ideas, combining similar sticky notes together.
7. Return participants to the same break out room for 10 minutes to group and synthesize the ideas. Facilitators can join rooms to support participants.
8. Once the 10 minutes are up, bring the group back to the main Zoom room.
9. Have the first group share their ideas. As the facilitator, share screen of the Google Jamboard for the first group.
10. Participants will then vote on the ideas they like. Ask participants to head to the jamboard and put 3 checkmarks using the pen tool on the 3 ideas they like.
11. Have the second group share and repeat the voting process.

Using Zoom and PPT.

1. Send a PPT file of the activity on Slide 26 and 27 to participants in the Zoom chat. Ask one individual from each group to take notes in the PPT file during the breakout rooms. For the share back, ask the group to share screen of their PPT.
2. For voting, continue the screen share of the group. Ask participants to click "Annotate" and then "Stamp." Participants can place 3 stamps on the ideas they like.
3. As the facilitator, click "Save" to capture the voting and then "Clear" to reset for the next group.
4. Repeat the voting process for the next group.
5. Ask the individual to save the PPT file and send it back to you on the main chat or email, once the activity is complete.



Activity 6. Prototype Pronto



Ideation



Name Your Great Idea:

One Sentence Pitch:

What is it?

How will it work?

Who and what does it need in your workplace to start?



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Activity 6. Prototype Pronto



Ideation



20 minutes

1. Introduce the new activity to the group. Identify the most popular idea per user from the previous activity. Participants will work to flesh out their idea using the framework on Slide 29, to capture the who, what, when and how of their idea.
2. Ensure participants can access the corresponding Jamboard, with one prototype Jamboard per group.
3. Return participants to the same group and breakout room. Set the timer for 15 minutes.
4. Once the 15 minutes is complete, return participants to the main Zoom room.

Using Zoom and PPT:

1. Send a PPT file of the activity on Slide 29 to participants in the Zoom chat.
2. Ask one individual from each group to take notes in the PPT file.
3. Ask the individual to save the PPT file and send it back to you on the main chat or email, once the activity is complete.



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Activity 7. Feedback and Reinterpret



Ideation



The Great Idea:

One Sentence Pitch:

I resonate with...

I foresee barriers with....

My ideas for improvement are....



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Activity 7. Feedback and Reinterpret



Ideation



30 minutes

1. Introduce Activity 7 to the group. Share the feedback framework on Slide 32 to participants.
2. Ask each group to identify one person to share their prototype and one person to capture notes.
3. Have the first group share the idea and facilitate feedback from the group for 10 minutes. Feedback can be captured using sticky notes on the corresponding Jamboard.
4. Repeat steps 2 and 3 for the other group.
5. Return participants to their breakout room for 5 minutes, to discuss feedback and make any changes to their idea.
6. Once the 5 minutes is complete, return everyone to the main room.

Using Zoom and PPT:

1. Send a PPT file of the activity on Slide 32 to participants in the Zoom chat.
2. Ask one individual from each group to take notes in the PPT file.
3. Ask the individual to save the PPT file and send it back to you on the main chat or email, once the activity is complete.



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Workshop Complete

Ta-dah!

- You have completed the workshop, hopefully with some great ideas.
- What comes next? Be sure to use our implementation and impact tools to get your idea going.





Thank You!



Wrap Up



5 minutes

You have facilitated the workshop! For the wrap up you can:

1. Summarize what you did in the session.
2. Share next steps for the ideas that came out of this session.
3. Connect participants to additional resources from the CCYP toolkit.
4. Download and save the Jamboard or PPT files from the session, and notes from the session.



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