

與不同世代的人一起工作

## **Working With People From Across Generations**

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**Date :** 19 June 2023 (Monday)

**Time :** 4:00pm – 6:00pm

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**This course will be delivered in Cantonese.**

### Course Outline:

No matter which generation you belong to, you may still find it challenging to communicate with people beyond your age groups, whether baby boomers, X, Y or Z, etc. The seminar will be delivered through mini-lectures, case sharing, discussions and mini presentations. The following topics will be discussed:

- learn the broad definition of generation differences
- learn the character traits, family values, defining technology, work attitudes, attitudes towards hierarchy, team work and money, etc. of people from different generations
- learn how to deal with different generational cohorts.
- Motivation techniques and Maslow's Hierarchy of Needs

### Speaker:

#### **Ms. Susan Ng**

Ms. Ng has held senior positions in various companies across the retail, media, information technology, hospitality and higher education sectors. Altogether, she has supervised over 2,000 employees and recruited over 200 employees over the years. Apart from Hong Kong, she has worked in Mainland China, Macao and Japan. As a corporate trainer, Susan's clients included Caritas HK, CLP Power, ICA Global Sourcing, Labour Department, HKSAR Government, The Hong Kong Jockey Club, Macao SAR Government, McDonald's Restaurants, SHURE Asia Ltd, SWATCH Group and the Wyndham Hotel Group, to name a few. She is also a part-time lecturer at The Hong Kong Management Association and various local universities and is a regular columnist in local newspaper Sky Post.