

# LEADING ACROSS GENERATIONS:

## ADAPTING LEADERSHIP STYLES



Participants will receive  
an e-Certificate of Participation  
upon completion of the programme

#### DATE & TIME

**27 Aug 2024**  
9am - 5pm

#### PLATFORM

**Microsoft Teams**

#### WEBINAR FEE

**RM 60** MRC Members  
**RM 150** Non-Cess &  
Non-Member Companies

Leadership styles have transformed over time, with distinct differences among generations. Baby boomers and Gen X often favour a more traditional, hierarchical leadership approach, while millennials and Generation Z lean towards collaborative and flexible leadership styles. These generational disparities in leadership mirror social, economic, and technological changes, manifesting in various ways such as conflicting work styles, communication barriers, and divergent expectations. Adapting to these changes, embracing tolerance, and learning to appreciate generational diversity are essential. Fostering an inclusive and collaborative environment where all voices are heard and valued is crucial.

Join us to delve deep into understanding generational diversity and applying psychology concepts to adapt leadership styles. Don't miss the opportunity to learn the principles of conflict-resolution psychology and Albert Mehrabian's 7-38-55 Rule of Personal Communication. Participants will gain insights into identifying values, expectations, and issues shaping the multigenerational work environment. Additionally, learn to plan for honouring generational diversity to achieve success, commit to motivating and inspiring individuals from all generations, and use a generational approach to deliver constructive feedback and coaching.

## TRAINER



**Yong Song Sheng**

Yong Song Sheng is a psychologist at Aquera, and a lecturer at Alpha Omega International College. He holds a Bachelor of Social Science (Hons) in Psychology from Universiti Tunku Abdul Rahman (UTAR) and a Master of Science in Psychology specialising in Pastoral Counseling from California Southern University. Currently, he is pursuing a Doctorate in Applied Psychology at California Southern University.

Yong is a practitioner member of the Malaysian Association of Psychotherapy, a council member of the Malaysian Society of Complementary Medicines, and a member of the National India of Play Therapy. He focuses on promoting good mental health through integrative psychotherapy, including Talk Therapy, Schema Therapy, Cognitive Behavioral Therapy (CBT), Voice Dialogue Technique, Gestalt Therapy, Reattach Therapy, Play Therapy, and Hypnotherapy. He believes that combining different therapeutic tools and approaches is more effective in supporting the individual needs of clients.

## WHO SHOULD ATTEND

- + HR & Talent Acquisition Managers
- + Business Owners
- + Managing Directors
- + Team Leaders & Supervisors
- + Executives & Senior Executives

### FOR MORE INFORMATION PLEASE CONTACT

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## PROGRAMME

**8.30AM**

Online Registration

**9.00AM**

Welcoming Remarks by MRC

**9.15AM**

-Understanding Generational Diversity  
-Generational Profiles and Preferences  
-Adapting Leadership Styles

**12.00PM**

Lunch Break

**1.00PM**

-Effective Communication Strategies:  
Insights from Interpersonal Psychology  
-Conflict Resolution Across Generations:  
Applying Conflict Resolution Psychology

**4.45PM**

Q&A Session

**5.00PM**

End of Programme