



WEST LOTHIAN

Developing the
Young Workforce

INDUSTRY: MANUFACTURING
PROGRAMME: APPRENTICESHIPS &
INTERGENERATIONAL WORKING
ORGANISATION: THE GLENMORANGIE COMPANY



GET THE GEN

INTERGENERATIONAL WORKSHOPS

Since 2019, DYW West Lothian has been supporting The Glenmorangie Company to recruit, train and retain young people at their Alba site in Livingston. With the aim of encouraging better intergenerational working and maintaining a positive and supportive culture for new apprentices entering the business, DYW facilitated employee workshops for all Glenmorangie Production Staff, run by social enterprise, [Get the Gen](#).

These workshops focused on how teams and individuals can work more effectively together by understanding the generational traits we all have, and the impact of these on team effectiveness. The 45 staff who attended the workshops were made up of baby boomers, Gen X, Gen Y and Gen Z. Attendees were given the opportunity to discuss topics such as personal traits and how these can affect others, as well as being given top tips for successful intergenerational working.

The workshops were carefully planned out as part of the Glenmorangie Company's Development Week and looked at a number of challenges that intergenerational working can bring, providing tangible solutions to encourage, develop, and inspire a more diverse and unified workplace. The Development Week helped managers to introduce diversity as a topic for conversation and gave the organisation a common language to use that addressed different considerations across different age groups. The workshops have also helped to open the lines of communication between staff of all ages.



KERRYANNE JOYCE, DEVELOPMENT SPECIALIST WITH THE GLENMORANGIE COMPANY, SAID:

In recent times, our Glenmorangie Alba Production Team in Livingston has grown and now includes 4 generations from 18 years to 67 years. Having a diverse workforce with different opinions and approaches to communication styles is always a challenge in every environment. However, working with DYW and Get the Gen has really helped us all understand that we can focus on our strengths to share knowledge across every generation, to help support a diverse and engaging workplace with respect for every individual. The Get the Gen workshops have been delivered virtually and onsite and have always been interactive, fun sessions, raising the vibe and bringing a smile to everyone's face. Feedback after the sessions lets us know it was a positive experience that helps build stronger teamwork.



The benefits of the Get the Gen Development Week were:

- That the workshops encouraged the organisation to bring positive conversation across the diverse age range of team members, helping them voice differences on approaches to work.
- The light-hearted approach through the workshops meant these conversations could be had in a fun way and generate an acceptance that everyone is different.
- That attendees were tasked with committing to – and following up on - one key action around intergenerational working.

As a result of attending the sessions, staff confirmed that they would:

- Be more empathetic towards others.
- Listen more to others' point of view.
- Be more understanding of colleagues from a different generation.



“I HAVE LEARNED THE IMPORTANCE OF PUTTING MYSELF IN SOMEONE ELSE’S SHOES BEFORE MAKING ASSUMPTIONS.”

“THE WORKSHOP OPENED MY EYES TO OTHER AROUND ME.”



“I WAS SHOWN THE IMPORTANCE OF SHOWING EMPATHY IN THE WORKPLACE AND HOW THIS CAN LEAD TO A TWO-WAY STREET OF LEARNING.”

Get young people. Get results.

Following on from the successful delivery of the Intergenerational Workshops, The Glenmorangie Company have been working closely with Get the Gen to deliver further development sessions for staff. An Introduction to Neurodiversity workshop was delivered virtually to staff from all parts of the business, and the feedback from this has been extremely positive. A further 35 Production Staff participated in a Positive Mindset session, which was well received.

This collaborative working has provided a solid platform for encouraging staff to understand that everyone has different strengths, and to foster a positive culture amongst team members. The Glenmorangie Company continue to work closely with Get the Gen and with DYW to prepare for a further intake of Modern Apprentices later this year..

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