

# Leading Across Generations

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**A four-hour, modular, instructor-led program for any level of supervision and leadership.**

## Description

For the first time in history, there are four distinct generations in the workforce: Traditionalists, Baby Boomers, Gen Xers, and Millennials...all with their own perspectives, styles, and expectations. Unfortunately, where there are differences, often there are conflicts. In the past, leaders have had to apply general conflict-resolution approaches to overcome the tension created by these differences. But what if leaders could leverage the differences between generations instead of just eliminating conflict?

**Great Leaders Tap Into the Unique Contributions of Each Generation.** Great leaders don't just understand the differences, they also recognize the importance of putting those differences to work in finding more creative solutions to problems; fostering robust, productive dialog; and engaging team members in giving their highest and best contributions.

Much more than a "conflict resolution" program, participants in the Leading Across Generations program:

- Gain an understanding of the specific differences between the four generations in today's workforce.
- Discover how stereotyping hinders communication and engagement.
- Learn how to engage the "whole person" in helping team members from every generation apply their unique talents and contribution.
- Know how to conduct a "Whole-Person Engagement Conversation" to identify areas for improving engagement.
- Resolve the "points of friction" where one generation's style or perspective is likely to conflict with those of another generation.
- Explore different "points of friction" scenarios using the included reference cards to find solutions.
- Follow a powerful 21-day implementation plan to put their new understanding of the generations into practice.

## Objectives

Participants in "*Leading Across Generations*" be able to:

1. Understand and leverage the differences between generations.
2. Resolve the "points of friction" that inevitably occur between generations' differing perspectives, styles, and expectations.
3. Motivate team members to volunteer their greatest contribution by engaging the whole person and giving space for generational differences to exist.

**"The prosperity of countries — and companies — depends on their ability to create value through their people, and not by husbanding resources and technologies."**

— *Kenichi Ohmae,*  
The Next Global Stage