



Sticking Points:

How to Get 4 Generations Working Together

Presenter: Haydn Shaw

Tuesday, September 12, 2017

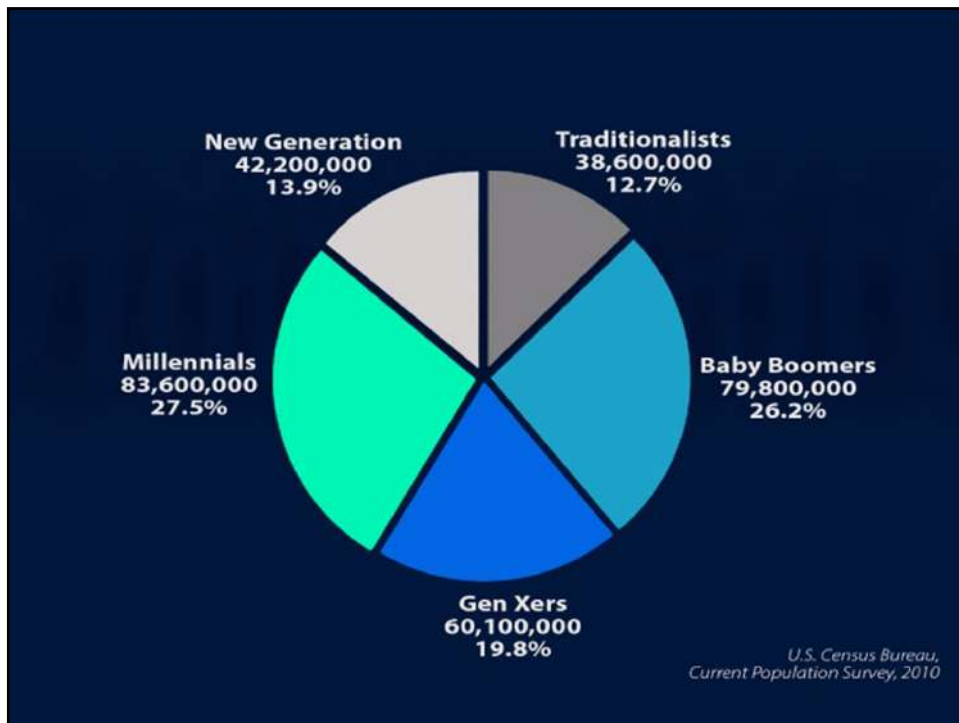
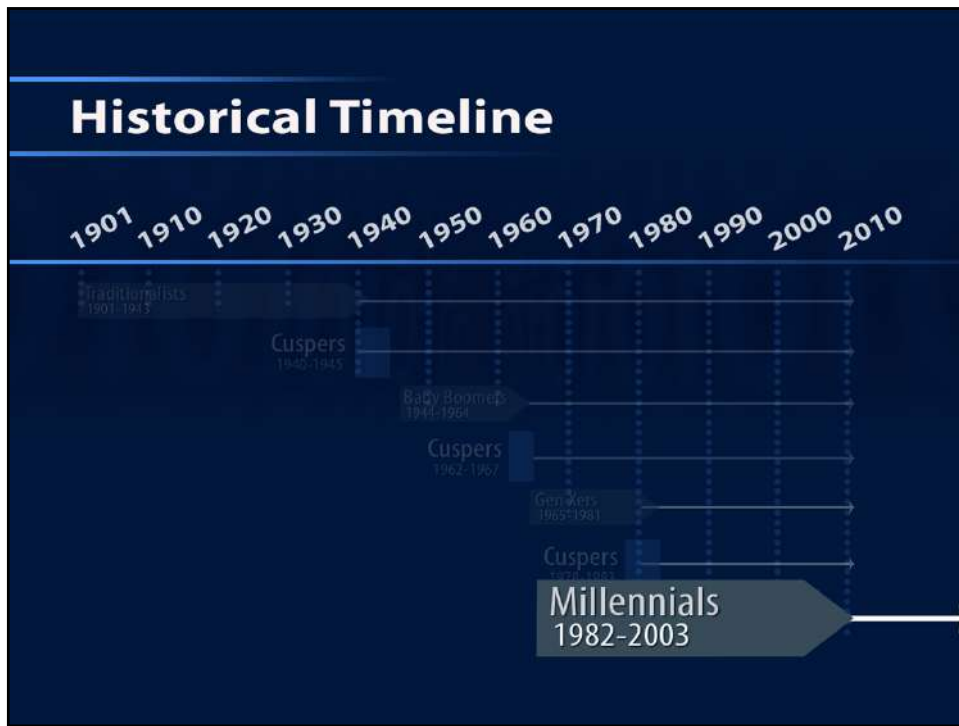
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*When we don't understand
generational differences . . .*

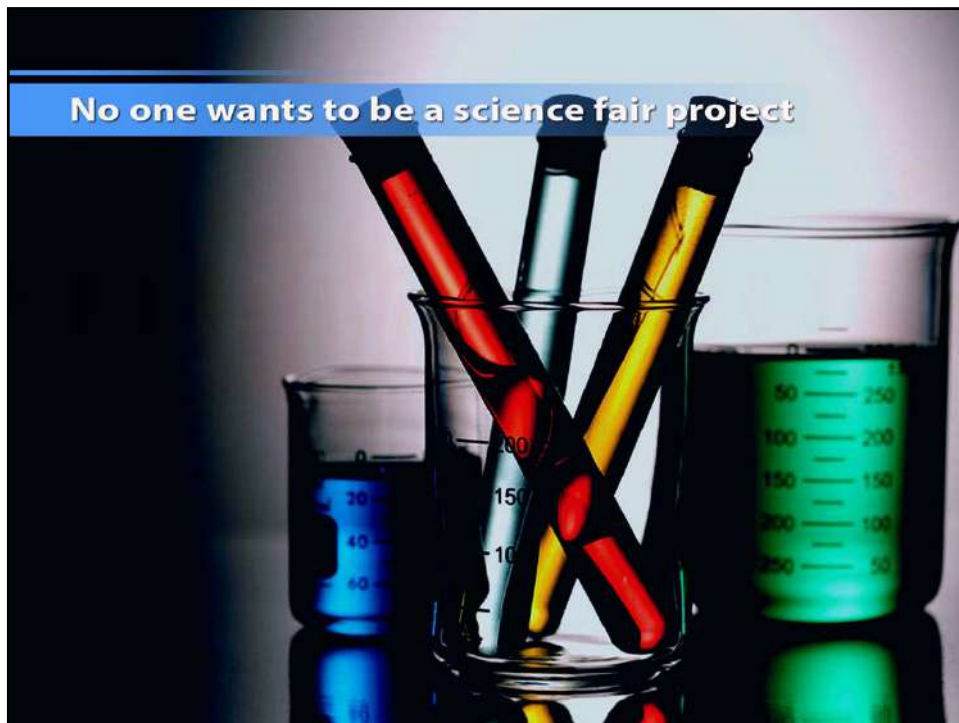
we react to the small things, ignore the
big things, and propose the wrong
things.





**Since we are all “immigrants” to three
other generations, we might as well not
be jerks about it.**

No one wants to be a science fair project



You have to love your soldiers. You wake up in the morning and love your soldiers. You go to bed at night and you love your soldiers.

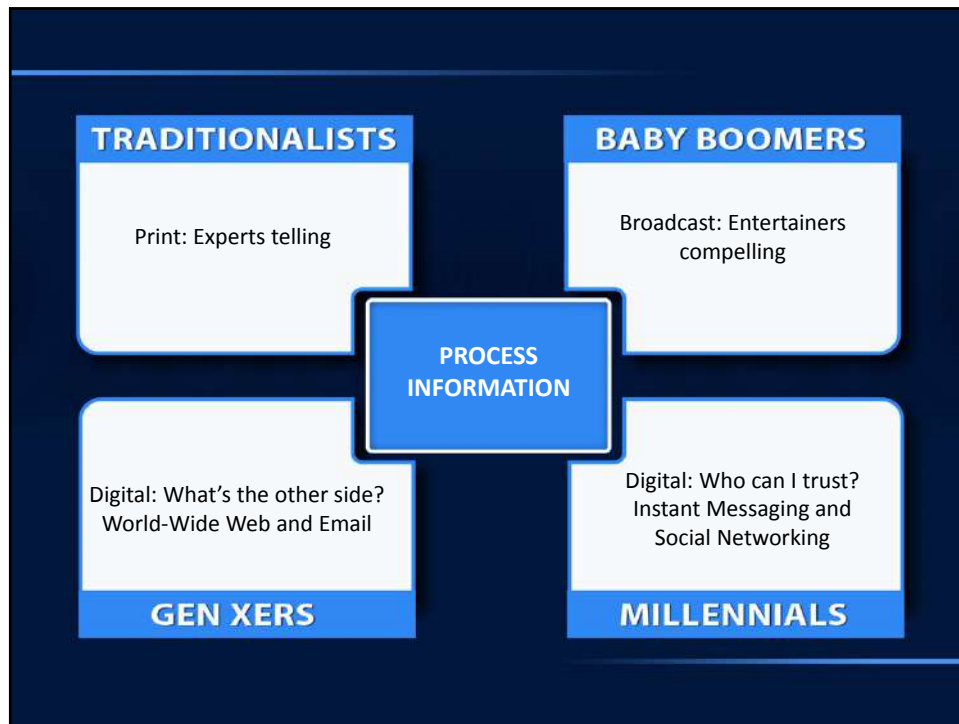
Colin Powell



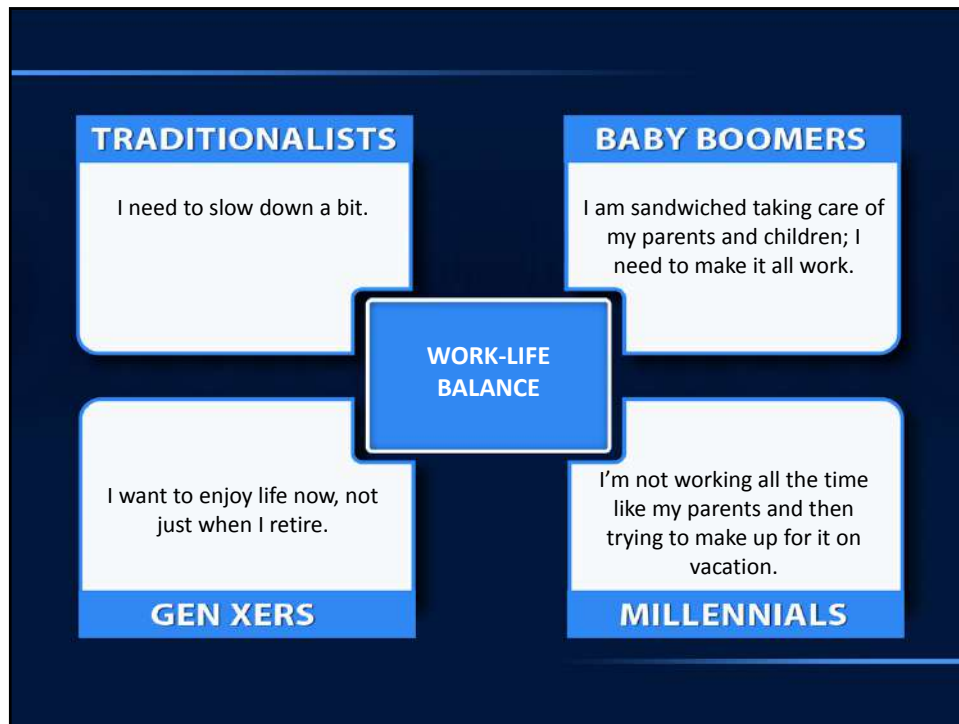
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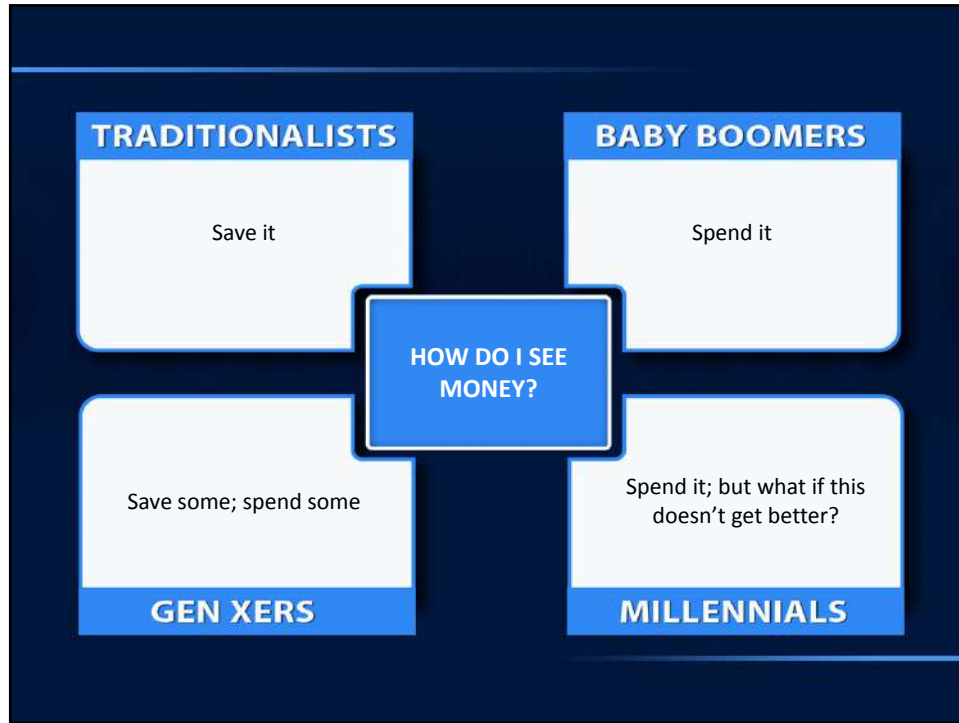
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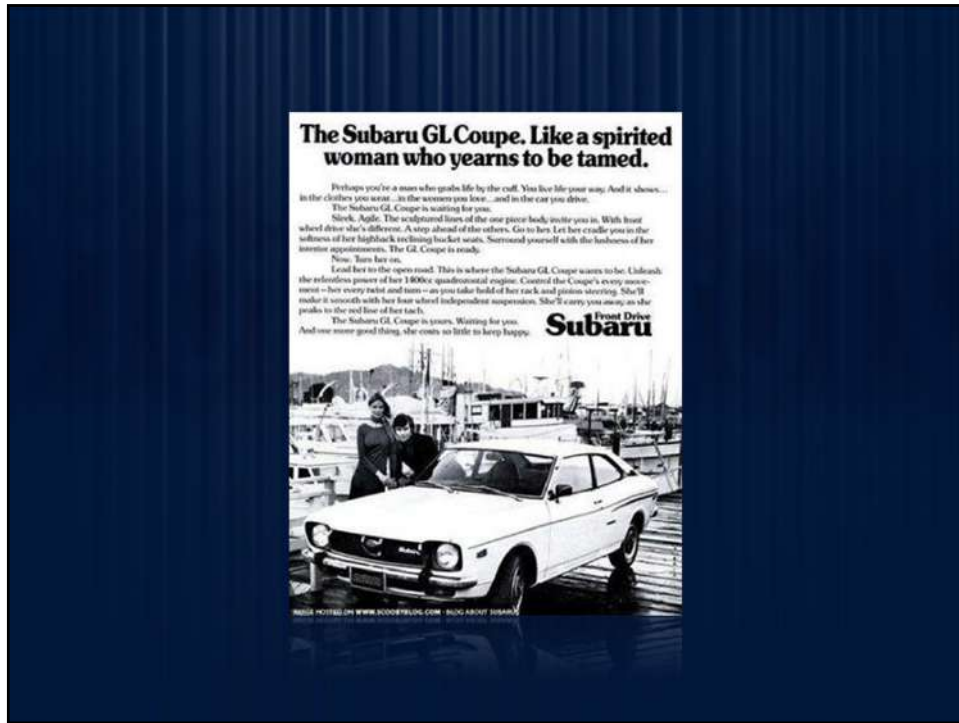
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Five Steps For Leading Across Generations

1. **Acknowledge:** Talk about generational differences.
2. **Appreciate:** Focus on the “why,” not the “what,” and the common needs.
3. **Flex:** Agree how to accommodate different approaches
4. **Leverage:** Maximize strengths of each generation.
5. **Resolve:** Determine which option will yield the best results (when flexing isn’t enough)

Business Necessity vs. Personal Preference



BUSINESS NECESSITY

Necessary to avoid losing a:

- Foot
- Money
- Funding
- Customers



GENERATIONAL PREFERENCE

The way you prefer things to be done.

They don't mean it personally, so...

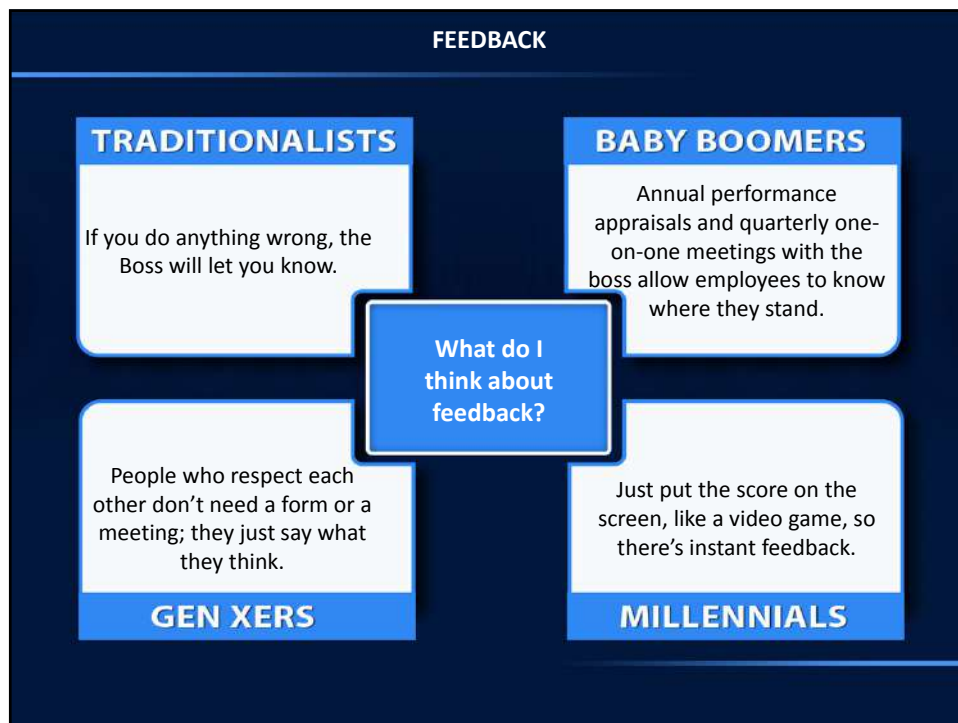
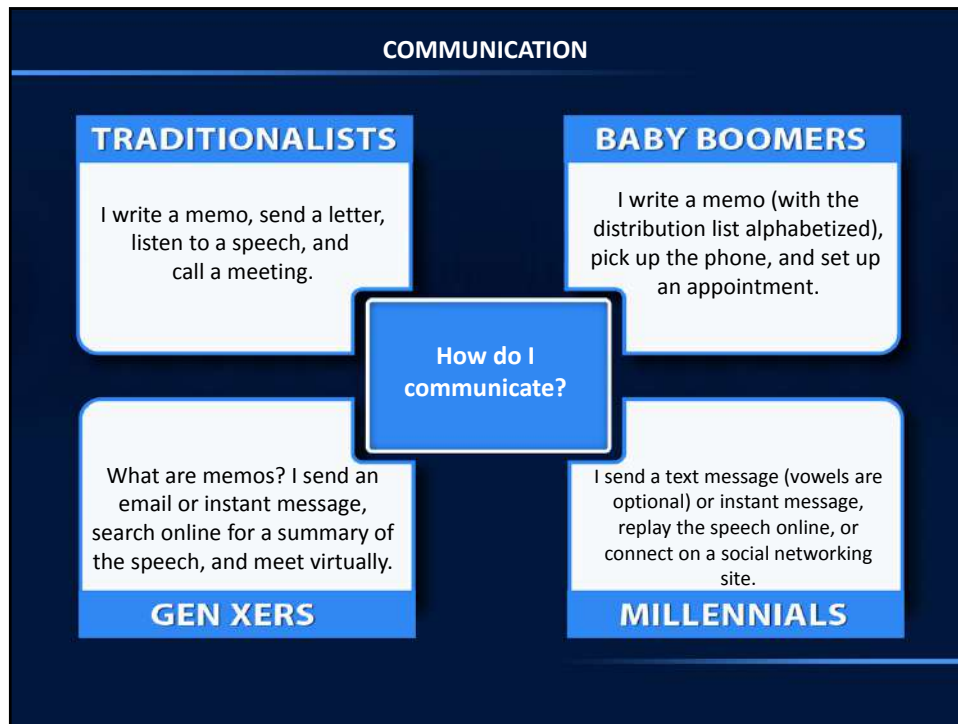
"DON'T TAKE IT PERSONALLY!"

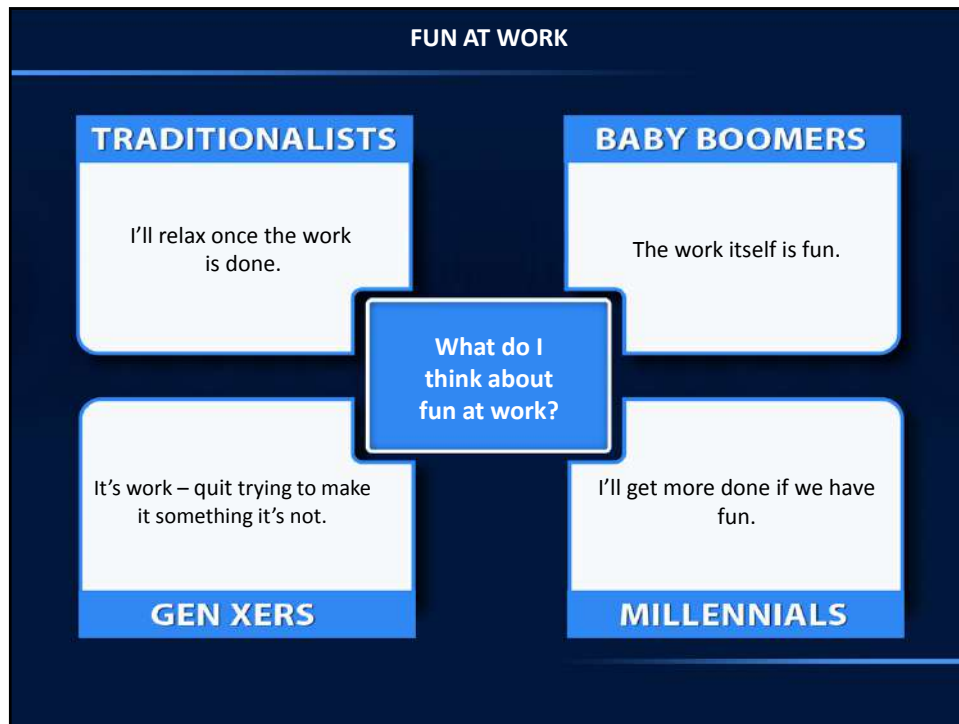


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