

# Bridging the Generational Gap

Boomers, Gen Xers and Millennials: Corporate America currently employs the largest diversity in generations than any other time in U.S. history. With this diversity comes a new leadership challenge — successfully bridging generation gaps at work. For businesses to thrive, their people must learn to communicate and work together.

Fortunately, it's not that difficult. Deepen your understanding of the differences that divide the generations in this eye-opening and attitude-altering **BRODY** session. Leverage these differences for enhanced team and organizational success

## Learning Outcomes:

*Participants who complete this program will be better able to...*

- Understand the impact that defining events have had upon each generation
- Recognize and manage common challenges of a multi-generational workforce
- Leverage the benefits of a multigenerational workforce

## Outline:

1. Overview of the Generations
  - Who are the generations in our workforce?
2. Exercise: Conversations Between Generations Part I
  - Identify a challenge you've had with a person of another generation
  - Identify advantages of this person's experience and/or perspective
3. Overview of the Generations
  - Why/how generational experiences shape us
  - Defining events and characteristics
4. Managing Generational Gaps
  - Sources of generational conflict
  - Recognizing ways we are more alike than different
5. Exercise: Conversations Between Generations Part II
  - What you've learned that will help you collaborate across generations
  - How you can be flexible to overcome the challenge you identified

**Materials:** customized workbook and *Critical Communications: Strategies for Success* "mini" Book by Marjorie Brody

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