



## **Session Title:** Bridging the Generation Gap: What Are “They” Thinking?

### **Session Summary:**

Generational diversity in the workplace is not going away – and neither are the tensions that exist between the generations. Are you having difficulty understanding why your manager “doesn’t get it?” Do you experience frustration when your ideas are dismissed because you “lack experience or are considered “old school?” At a loss as to what your “younger” employees consider acceptable workplace behavior? Do you find yourself “rolling your eyes” or “scratching your head” when trying to communicate with those from other generations in your organization? If issues of ageism and generational values seem to surface more frequently - and you’re feeling at a loss about how to communicate and what do about them – then this workshop is for you!

Welcome to the contemporary workplace populated by Traditionalists (yes they’re still around), Baby Boomers, Generation X’ers, Gen Y, and Millennials, five generations whose radically different formative life experiences over the past 50 years have helped shape both their personal and professional values and attitudes. Today’s generational differences uniquely challenge work relationships across generational boundaries. Understanding and bridging these boundaries is imperative to being competitive in today’s business environment.

In this program, participants explore the differences and similarities of the various generational cohorts, events that have helped shape their values and attitudes, and how they engage with the workplace and with each other. “Younger” and “older” participants come together in an interactive exploration of their own and other age cohorts’ values, work orientations, and communications practices.

### This program is designed to help participants:

- Understand their own and others “generational views” and the impacts they have on work in today’s organizations
- Appreciate work and life perspectives of other age cohorts
- Avoid “trigger points”, those intergenerational tensions that derail productive and satisfying work relationships
- Increase awareness and understanding amongst those in other generational cohorts by meaningfully engaging others across generational boundaries

- Create organizational practices and policies that foster creative and satisfying working relationships among age cohorts

**Lead Contact (Presenter/Facilitator):**

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**Session Details:**

- Preferred Format: Face to Face (short version can be customized for virtual delivery)
- Length: Offered in short and extended formats – 2 hour and 4 hour workshops, additional customization is available
- Maximum number of participants: Various depending on desired organizational outcomes and format

**Content Focus:**

- Diversity and Inclusion
- Communication
- Engagement and Retention
- Leadership Development
- Generational Management
- Team Performance

**Session Description & Learning objectives:**

- Provide a foundation of understanding of the differences and similarities of the various generational cohorts in the workplace
- Offer an overview of how the events that have helped shape the generational cohort values and attitudes, expectations, styles and communications practices can be a point of tension
- Help leaders, managers and employees maximize productivity and best engage and retain the full cross generational cohort of employees
- Provide the generations some practical tools and tips for communicating and working with one another
- Further enrich personal growth and development of participants by providing participants the opportunity for discussion and learning by sharing their own views and experiences on this topic

### **What need, problem or issue the session addresses:**

A solid understanding of the views of the various generational cohorts can help a potential employer to best recruit, engage and retain employees. Connecting with the various generations can be a difficult prospect. Many managers and leaders find themselves frustrated when trying to communicate with, and maximize productivity from, the various generational cohorts. This session will help to alleviate some of that frustration and provide tools, tips, and a model to address cross generational differences when trying to recruit, engage and retain those that make up the diverse and rapidly growing multi-generational workforce.

### **Expected take-aways for the participants-what they will learn and how they will benefit:**

At the end of the session, participants will have a basic understanding of the various generational cohorts, how their views were shaped, who they are, how they function, and how to best recruit, engage, and retain them while maximizing their performance. Participants will benefit by having a better understanding of some cross generational differences and how they may minimize and address them to maximize potential and productivity.

### **Biography:**



Facilitator: Scott Span, MSOD, is President of [Tolero Solutions](#), an Organizational Development and Change Management consultancy. Tolero Solutions specializes in developing people and organizations to be more responsive, focused and effective to facilitate sustainable growth. Scott successfully delivers organizational improvement solutions to staff teams, individuals and organizations in multiple areas including change management, process and technology, culture change, leadership development, engagement, retention, performance and sustainability. He has He is an author on various topics of organizational development and the creator of the [Recruitment and Retention Lifecycle™](#). His results have not only helped achieve desired goals, but have also increased personal growth and development, leading to a more efficient and effective work environment. He holds a Masters in Organization Development (MSOD) from American University and the NTL Institute. He is also certified in the (FIRO-B) FIRO Element B behavior instrument powered by The Human Element. Additionally he holds Process Mapping and Balanced Scorecard Certifications. He may be reached at [scott.span@tolerosolutions.com](mailto:scott.span@tolerosolutions.com).

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