



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• **Diversity—**
Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

• **Leadership—**
Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

RELATED COMPETENCY CATEGORIES:

• **Influence—**
Consistently directs situations and inspires people for an all-win environment.

• **Human Resource Management—**
Manages the process for aligning human capital with organizational goals.

Managing Across Generations

SUMMARY

This module provides insights and tools to help you turn the different attitudes and skills each generation brings to the table into powerful performance drivers. We will learn the best approaches to providing feedback and coaching for each generation, resulting in a more rewarding and engaging work environment for both employee and manager.

CONTEXT

Leading a team of diverse generations can be an incredibly rich and productive experience when you have the skills to capitalize on the strengths each generation brings to the team. Each generation has a unique mindset, work style, and communication style. Therefore, connecting with and managing across generations has become vitally important to building a cohesive and successful team.

At the completion of this module, participants will be able to:

- Create power from a team of diverse generations
- Coach different generations to reach their full potential
- Deliver constructive feedback to each generation

"Organizations must learn to relate to each generation with messages it understands, and be creative in how they express those messages."

—Phil Goodman
CEO, Genergraphics