

Leading a  **Multi-Generational Team**  Effectively



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## OVERVIEW

Leading Multi-Generational Teams is an out-of-your-seat, multi-media workshop using fun and engaging activities that draws on leaders' existing knowledge and facilitates new and deeper insights. Providing multiple application opportunities, the workshop will optimize a leader's ability to generate high performance in their teams and achieve better results on the job.

Participants identify the historical events, parenting trends, and demographics that form the basis of each generations' workplace preferences and how these preferences can become sources of conflict. Awareness, appreciation, and mastery of these generational insights enables leaders to address conflict productively, if not avoid it altogether. Furthermore, mastery of generational insights ensures productive team relationships and communications that promote creativity, innovation, teamwork, and performance.

The Gen-Flex® model—a step-by-step tool for leaders to examine how their own generational preferences shape their personal leadership style—is central to the workshop. The tool teaches leaders to minimize generational gaps by adjusting their own approach in order to lead more effectively.

The course is available in half-day and full-day versions and optimized for class sizes of 25 people. Leading Multi-Generational Teams can also be customized to integrate (or be integrated into) your organization's existing learning programs. Additionally, a Leading Generations competency-model-based self-assessment is available for use as pre-work or in the workshop.

## PERFORMANCE GOALS

Expand and apply knowledge of generational differences to increase overall leadership effectiveness and team performance.

Improve:

- Working relationships
- Workplace communication
- Conflict-resolution skills

## LEARNING OBJECTIVES

After completing this workshop, leaders will be able to:

- Describe meaningful differences among the generations in their workforce and the origins of those differences
- Explain how generational differences manifest in workplace preferences in their own and others' behavior
- Apply the Gen-Flex® model

I personally learned a lot. I've never thought about generational gaps in depth when trying to cultivate workplace relationships so I found it very interesting. I liked that it was more outside the box and a fresh approach to help us do our jobs better. It seemed that our team was eager to help each other when we were discussing our obstacles in the workplace. Very positive from my perspective.

**Mike,**  
Felder Services,  
March 2017



## AGENDA HIGHLIGHTS

### The Generational Association Game

What pre-existing knowledge about generations do leaders already have? In this game, they'll find out! Leaders will view, in rapid-fire, a series of images related to the different forming events of each generation and guess which generation these events influenced. A brief video featuring thought leader Cam Marston will then reinforce the message that differences among generations are very real, recognizable, validated by research.

### What a Match

Can participants identify the five or six most prominent characteristics of Matures, Boomers, Gen Xers, Millennials, and iGen? They'll find out by working in small groups to label the Generations Characteristics model. Brief history lessons about each generation will reveal the answers.

### Preference Puzzler

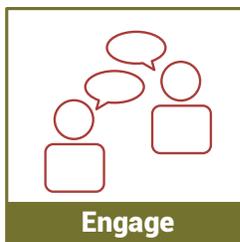
In a brief video, Cam will explain that workplace preferences and biases—based on generational preferences—have impacts that leaders may not be aware of. After the video, leaders will work in small teams to complete a game board of workplace preferences, matching each of the generations to their most typical communication style, their preferred work schedule, how they engage others, and how they like to be recognized.

### Mix But Do They Match?

Using the Preference Puzzler content, the facilitator will guide leaders in a group discussion about leader and teammate preferences that may result in conflict and the unintended consequences if a leader doesn't know how to Gen-Flex®. Together, leaders will discuss specific leader-teammate preference combinations.

### Gen-Flex®

Leaders will test the Gen-Flex® model's ability to address conflict resulting from generational differences. The three-step model will guide leaders through 1) identifying their teammate's and their own generation-based work preferences, 2) pinpointing how these preferences influence a situation and can potentially cause conflict, and 3) addressing the core issue effectively while simultaneously respecting each party's preferences. Cam will make a final appearance in a brief video that reinforces the power of Gen-Flex®.



DISCOVER  
ENGAGE  
Gen-Flex® Model  
IMPLEMENT

The tools I received via this seminar made me aware that my own preferences/biases were unwittingly interfering with my ability to achieve my company's objectives. I will be able to go back to the office with a better understanding of how to effectively help my teammates focus on the common goals and feel rewarded in doing so.

**Yvette Huerta**  
SA Recycling, LLC  
Los Angeles  
Benefits Manager



### **Gen-Flex® Recognition (Optional)**

This “putting it all together” activity will ask generationally diverse teams to apply their Gen-Flex® knowledge and skills by working together to create an innovative employee-recognition program for a particular generation.

### **Action Planning**

Leaders will reflect on all they've learned and make commitments to apply their new knowledge and Gen-Flex® skills to specific situations back on the job and thus lead more effectively.

### **Participant Materials Include:**

- Participant workbook (13 pages)
- Laminated Engage Me card - tips for engaging each generation. Sized to fold and fit in a pocket
- Generational Insights - Cam's 150 page book on the best management and HR trends he's found in his twenty years of generational research
- Coaching in a Multi-Generational Workplace - a 30 page field guide for managers
- Life-Long Membership in the Leading Generations closed Facebook group full of Cam's updates and tips and advice from other Leading Generations workshop participants
- Subscription to the Management and Retention Video Series - a 4 month membership with unlimited access to the nine video series including exercises and assessments

