

CHALLENGE: LEADING MULTIPLE GENERATIONS

The Role of the Supervisor

Use interpersonal skills and listen (more than talking)

- ✓ Be open
- ✓ Discuss multi-generational issues with the team

Lead by example

- ✓ Encourage all staff members to seek first to understand by modeling that behavior. One of the best ways to bridge the gap between generations is for people to actively listen to each other.

Focus on common abilities and goals

- ✓ Realize that different generations have much more in common than they do differences in terms of fundamental human dynamics (all want to be respected, want to be recognized for what they know, and want to make a difference).
- ✓ Understand different values and expectations of different generations.
- ✓ Understand ways different generations communicate.
- ✓ Reward contributions.

Leverage the diversity and strengths of each generation

- ✓ Understand the differences/advantages of multiple generations.
- ✓ Focus on achieving “task or end product” not the process.
- ✓ Pair workers to take advantage of diversity.
- ✓ Understand different values and expectations of different generations.
- ✓ Understand ways different generations communicate.
- ✓ Know your people.