

Successful Cross-Generational Teams

- Set protocols for:
 - Leadership Roles
 - Decision-making Procedures
 - Rules for Conflict Resolution

M.E.E.T. Model

- Make time to discuss
- Explore differences
- Encourage respect
- Take responsibility

Motivate Cross-Generational Team

- Provide important and meaningful work
- Increase the team's visibility
- Tie rewards to collective goals

LMS Online Classes

- Cross-generational Workers in the 21st Century
- Introduction to Work Force Generations
- Leading Silent Generation and Baby Boom Workers
- Leading Generations X and Next
- Recruiting for the 21st Century

Recruiting the Silent Generation

- Flex hours
- Courtesy and respect
- Appreciation of their experience

Recruiting Generation X

- Don't Want:
 - to “live” the job
 - Micromanagement
- Want:
 - updated equipment
 - to be judged on merit
 - constructive feedback

Strategies to Resolve Intergenerational Conflicts

- Electronic and personal methods of interaction
- Discuss differing values and devise a work plan based on strengths
- Assign senior members to mentor Nexters
- Put Xers in charge of individual tasks

“The generation gap is widening at work, and to be successful, you need to recruit, retain, manage, and motivate people. You need to relate to all generations and bridge the gaps.”

-When Generations Collide: Who They Are. Why They Clash. How to Solve the Generational Puzzle at Work