



Navigating Generational Differences

Leadership Training Session
Building Inclusive, High-Performing Teams



Session Objectives

- Understand generational workplace dynamics
- Recognize leadership challenges across age groups
- Develop inclusive communication strategies
- Strengthen engagement and retention

Why This Matters for Leaders



Multi-generational teams are now the norm



Poor alignment leads to disengagement and conflict



Inclusive leadership improves business performance



Leaders set tone for collaboration and respect

Generations in Today's Workforce

Traditionalists (1928–1945): legacy knowledge



Baby Boomers: experienced leaders



Gen X: operational backbone



Millennials: largest workforce segment



Gen Z: fastest growing segment



Leadership Reality Check

- Employees expect different things from leaders
- One-size-fits-all leadership no longer works
- Flexibility and adaptability are critical
- Emotional intelligence is a key leadership skill

Key Differences Across Generations

Communication: formal vs informal

Feedback: periodic vs continuous

Technology: adoption comfort varies

Career expectations: linear vs flexible

Authority: respect for hierarchy vs collaboration



Communication Preferences

- Traditionalists/Boomers: structured, face-to-face
- Gen X: direct, efficient communication
- Millennials: collaborative, frequent check-ins
- Gen Z: fast, digital, visual
- Leaders must flex communication style



Leadership Communication Strategies

Use	Use multiple communication channels intentionally
Clarify	Clarify expectations and reduce ambiguity
Adapt	Adapt tone: formal vs conversational
Encourage	Encourage two-way dialogue
Use	Use storytelling and real-world examples



Feedback and Recognition

- Boomers value recognition tied to accomplishments
- Gen X appreciates autonomy and trust
- Millennials expect frequent feedback and coaching
- Gen Z values real-time input and guidance
- Balance consistency with personalization



Motivators by Generation

- Traditionalists: stability and respect
- Boomers: recognition and achievement
- Gen X: flexibility and independence
- Millennials: purpose and growth
- Gen Z: meaning, diversity, innovation



Engagement Strategies for Leaders

- Provide clear career paths and development
- Offer flexibility in how work is done
- Recognize contributions publicly and privately
- Connect work to purpose and impact
- Create opportunities for collaboration



Common Leadership Challenges

- Miscommunication and misunderstandings
- Resistance to change or new tools
- Different work pace expectations
- Perceived lack of respect across generations
- Managing fairness vs personalization



Bridging the Gap

- Focus on shared goals rather than differences
- Normalize different perspectives
- Create inclusive team norms
- Encourage curiosity instead of judgment
- Model inclusive behavior as a leader



Building Collaboration

- Mix generations intentionally on teams
- Encourage knowledge sharing
- Set clear roles and expectations
- Promote psychological safety
- Address conflict quickly and fairly



Mentoring and Reverse Mentoring

- Traditional mentoring transfers experience
- Reverse mentoring builds digital and cultural awareness
- Encourages mutual respect and learning
- Strengthens relationships across teams
- Increases engagement on both sides



Creating an Inclusive Culture

- Value diverse experiences and viewpoints
- Ensure all voices are heard
- Avoid generational bias or stereotypes
- Promote equity in opportunities
- Build a sense of belonging



Leadership Behaviors That Matter

- Active listening and empathy
- Transparency and authenticity
- Consistency in decision-making
- Adaptability to change
- Commitment to development of others



Practical Leadership Actions

- Ask employees how they prefer to communicate
- Customize development plans
- Use team agreements for communication norms
- Recognize different contributions
- Provide continuous learning opportunities



Action Planning for Leaders

- Identify 2 communication adjustments
- Commit to 1 engagement strategy
- Plan a cross-generational initiative
- Reflect on personal leadership style
- Set follow-up accountability



Key Takeaways

- Generational differences are opportunities, not barriers
- Effective leaders adapt their approach
- Inclusion drives performance
- Communication is the foundation of success

Program Conclusion

“Thank you for your attention and participation”

**Ms. Jamie Hasty Linkowitz, Senior Vice
President**

