

Leadership Through a Generational Lens: Managing Multi-Generational Teams

Key Takeaways

1

Current Workplace Generations & Characteristics



2

Common Generational Flashpoints

Feedback Styles

Tech Use

Work Priorities

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Key Takeaways

3

React → Reflect → Reframe → Respond

REACT

Pause and notice the emotion

What's your immediate reaction? Frustration? Annoyance? Confusion?

REFLECT

Ask yourself why you're reacting that way

What assumptions am I making? What belief is being triggered?

REFRAME

Shift your perspective

What else could be true? What strength might this reveal?

RESPOND

Take constructive action

Now that I've reframed, how do I want to respond?

4

Your Playbook in 4 Words: A.C.T.S.

Awareness

Know your own default style.

Curiosity

Ask about needs, don't assume.

Tailoring

Adapt based on who you're working with.

Safety

Create room for all to speak and be heard

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