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Veterinary Partners Appreciation Conference (V-PAC)

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### Managing Across Generations

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## Managing Multiple Generations in the Workplace

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Manager, Client Services

Based on

*Sticking Points* by Haydn Shaw (Tyndale House Publishers, Inc, 2013).

### 12 Places Where Teams Get Stuck

1. Communication – What is the best way to interact with my coworkers?
2. Decision Making – How do we decide what to do?
3. Dress Code – How casually can I dress?
4. Feedback – How often and in what ways do I want input?
5. Fun at work – How much fun at work is allowed?
6. Knowledge transfer – How do we pass on critical knowledge to new employees?
7. Loyalty – When is it okay to move on?
8. Meetings – What should happen in our meetings?
9. Policies – Are policies rules or guidelines?
10. Respect – How do I get others to respect me?
11. Training – How do I learn best?
12. Work Ethic – How many hours are required, and when must I work them?

### 5 Generations in the Workplace

1. Traditionalists -Builders, Great Generation
2. Baby Boomers – No alternate name
3. Gen Xers – Busters, Lost Generation
4. Millennials – Generation Y, Echo Boomers
5. Cuspers – People who have characteristics of two generations and were born in between those generations

### 5 Steps for Leading Through Generational Differences

1. Acknowledge: Talk about generational differences.
2. Appreciate: Focus on the “why” not the “what” and the common needs.
3. Flex: Agree on how to accommodate different approaches.
4. Leverage: Maximize the strengths of each generation.
5. Resolve: Determine which options will yield the best results (when flexing isn’t enough).