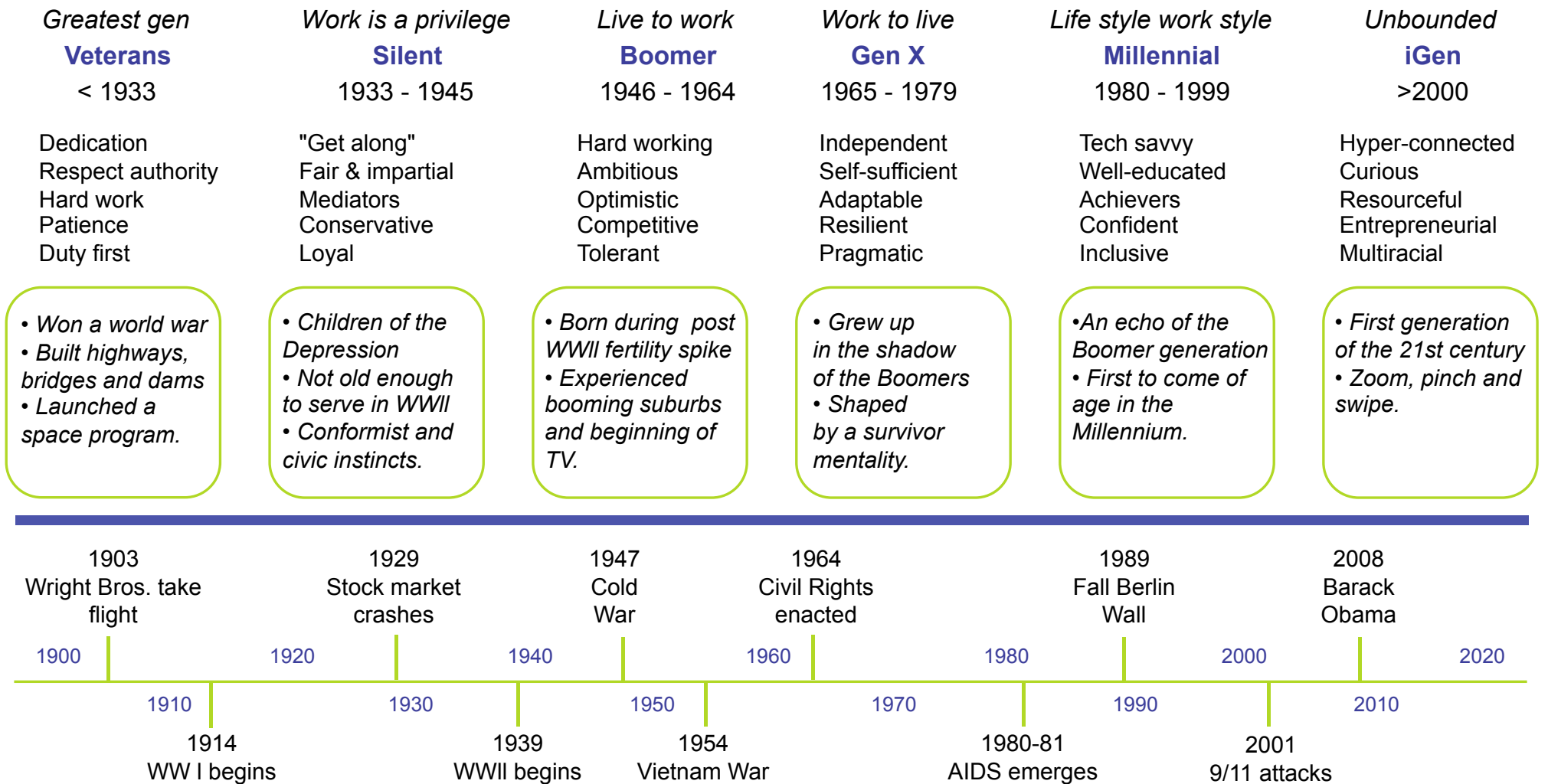


# Generations Timeline



## The generations at work – manage the mix

### *customize* **Communication** *messages matter*

#### ✓ *Communicate*

Walk around, say hello and greet employees. Connect in person, by phone, email, text or instant message.

#### ✓ *You count*

Tell employees why and how their work is significant.

#### ✓ *Thank you*

Acknowledge contribution and express your appreciation.

#### ✓ *Welcome opinions*

Invite different points of view. Listen more than you talk.

### *create* **Climate** *energize, engage, empower*

#### ✓ *Watch your weather*

Keep a sense of humor, celebrate successes, and encourage relationship building.

#### ✓ *Flex first*

Acknowledge the need for flexibility: schedule/location/work.

#### ✓ *Fun and fulfillment*

Increase camaraderie building events, invite participation.

#### ✓ *Teach and learn*

Encourage employees to share knowledge and know-how.

### *clarify* **Career** *coaching counts*

#### ✓ *Career Opportunities*

Offer challenging work, career enhancing projects, assignments and tasks. Confirm each employee has a career path.

#### ✓ *Structure*

Establish expectations, goals, priorities and accountability.

#### ✓ *Feedback friendly*

Frequent, on-the-spot information about what's working and what could improve performance.

#### ✓ *Encourage mentoring*

Informal, peer-peer, reverse, and traditional.

*We learn through our differences; we connect through our commonalities.*