

Understanding Generational Differences
Presented by: Rita Keller

Presentation Outline

Self-Introduction – Brief info on the speaker: Rita Keller

Things We Will Talk About

- What's Happening in The Profession
- The Four Generations
- Generational Interaction
- Generational Feedback
- Closer Look at the Millennials
- Leadership, Culture and Making it Work at Your Firm
- The Newest Challenge - Tough Times

The main theme for today = Change

Speaker's Goal for the presentation

Getting Started – the challenges of implementation

About relationships - You know that "other" generation

What's the deal with them, anyway?

To gain a better understanding of how to unlock the potential of our firm's most important asset, its people, of all generations

Unlocking the Potential:

Why is it important now?

Importance of getting better and more efficient at what we do

Understanding the Potential

What makes the phone ring?

You will become who you hire

Who you hire will become you

Talent and Understanding - The Keys to Future Success

Talent is a professional firm's only sustainable source of competitive advantage.

The key to your firm's continuing competitive success

Generations in The Workplace

Searching for Common Ground...

Building for The Future.....

Getting Started...

The Four Generations

- The Matures (1922-1945)
- The Baby Boomers (1946-60)
- Generation Xers (1961-79)
- Millennials (1980-2000)

Build on Understanding

- How are they different from you?
- How do they define success?
- What are common characteristics?
- Specific leadership needs of each generation
- Bringing out the best in all generations

Achieve a Better Understanding

- Common generational characteristics
- Specific leadership needs of each generation
- Fresh guidelines for team building
- The importance of building relationships across generations

Matures

- At a Glance
- An Overview
- In the Workplace

Boomers

- At a Glance
- An Overview
- In the Workplace

Xers

- At a Glance
- An Overview
- In the Workplace

Millennials

- At a Glance
- An Overview
- In the Workplace

Exploration of the Generations

- Events and Experiences
- Values
- Generational Interaction:
When Generations Fail To Communicate
- Communication & Feedback
- Generational Feedback
- Feedback Style and Impact
- Generational Meaning of Feedback

A closer look at the Millennials

- Who are they?
- Programming Experiences
- Compelling Messages
- Characteristics
- Millennial Management
- What Do They Expect?
- What can we do?

Commitment to leadership

- Making it work in your firm...
- Create A Culture Where Stars Can Shine
- The People Systems Matter Most
- The 12 Questions
- 70% LEAVE BECAUSE OF THEIR MANAGER
- Managing is a sacred responsibility
- Times have changed

At Your Firm - Fostering Generational Understanding

- The Newest Challenge
- The financial crisis
- Study by National Association of Colleges and Employers (NACE)
- Counseling Millennials Through Tough Times - for Managers

It is All About Leadership

- You Can Make A Difference

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