



Bridging the Generations Gap

Leaders and co-workers alike are challenged by age diversity in America's workforce and her volunteers. Baby boomers are beginning to retire, but many aren't quite ready to let go.

Generation X and the Millennials wait next in line for leadership positions. America's Greatest Generation still controls many of the board rooms, making decisions that affect everyone. And here comes Generation Z—the under 17 age group filled with energy and technology skills!

Welcome to life in America today! The challenges faced are real, and they relate to values, communication styles and life/work balance issues. Generational challenges affect morale, customer service and the ability to relate and work effectively together.

Bridging the Generations Gap is a hands-on seminar or a keynote that offers insights on values, behaviors and communication styles of each generation. Interactive exercises and small group discussions are designed to deepen the understanding of the role values play in how we relate and communicate. ***Bridging the Generations Gap*** seminars can be customized for the following groups:

Leadership: *Generational Leadership: Bridging the Gap, Building a Legacy*

Effective leaders understand the need to be able to communicate and inspire employees of all ages to make a difference in their jobs. Today's leaders do that by identifying their vision, inspiring values and communicating in ways that inspire members of each generation to loyalty and commitment. In this session, Dee Dee Raap will share practical leadership techniques and communication tips that will help your leaders be the best they can be!

Employees: *Connecting with Generations X, Y & Z*

Working together with different generations is a form of diversity that can be hard to handle. Learning to value each generation for their strengths is the starting point of this session which targets communication with team members and customers.

Program objectives:

- Identify the generations in the workplace and three characteristic of each
- Recognize three values each generation brings to the workplace
- Understand how to communicate with generations other than your own
- Solve issues related to your organization, such as perceptions of entitlement and paying your dues, creating mentorships young people desire, understanding an expanding use of technology, and creating a sense of shared values that unites the organization and serves as a cultural foundation

Generations clients include:

Wyoming Parks & Recreation
South Dakota State University Foundation
International Snowmobile Congress
Manitoba Snowman Association
AmeriCorps VISTA
BankWest
Avera McKennan Hospital
Iowa State Snowmobile Association
Regional West Hospital
South Dakota Telecommunications Assn.

Dee Dee has coached leaders in banking, food service, education, health care, telecommunications, media and manufacturing. From small business to Fortune 500, Dee Dee has helped leaders use core values to connect with customers and employees in all generations, to create loyalty and make the workplace more fun.

“Dee Dee kept everyone’s attention and made it interesting.”

“The mix of written material, stories and interaction made the session fun and interesting.”

“Fantastic! We’ll re-evaluate our core values and mission...”

“Awesome. Helped me understand the differences and likenesses of all the generations.”

With her trademark humor, heartfelt stories and research that is easy to understand and use, Dee Dee guides organizations to improve service, leadership, communication and teamwork by appreciating the values shared by all generations, as well as by understanding—not judging—our differences. Dee Dee inspires leaders and employees alike to improve performance with **JourneyWords of Generational Leadership**:



Connections
Character
Culture
Challenges
Change
Conviction
Communication
Contribution
Celebration

Contact Dee Dee today to help your team bridge the gaps between generations in your organization!

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