

NOTE: You can print a copy of this handout or take notes digitally during the session.

The Power of Connections

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The 3 Fundamental Problems

1. **Generational** differences in how they approach the world of work.
2. Assumptions they made about each other based on their **stereotypes**.
3. A complete lack of **empathy** from both parties.

4 Ways to Manage Generational Differences

1. Listen first and demonstrate **empathy** (gaining an understanding about a person's **situation** and **circumstances** and how they are affected by those circumstances):
 - a. Use active listening: Sounds like...

What I hear you saying is...
 - b. Withhold **judgment**.
 - c. Use self-**disclosure**.

Key Question: Which of these do I need to start using today?

2. Recognize the **value** different generations bring to the workplace:
 - a. *Innovation and creativity* - older employees bring **industry knowledge**, experience and connections while younger employees bring **new ideas** and techniques for doing things.
 - b. *Customer service* - older employees can often **communicate** more effectively with older generations of clients and customers and vice versa.
 - c. *Decision-Making and Problem-Solving* - older employees (especially long-tenured ones) bring institutional **memory** while younger employees can bring new perspectives.

Key Question: How can I best recognize the value of a different generation?

3. Serve as an **ally** (using the resources, access and power you have as an **insider** to help **outsiders** gain access to the people and resources they need to be successful):
 - a. Serve as or seek a mentor.
 - b. Serve as a confidant.
 - c. Be an advocate or sponsor.
 - d. Work with an Employee Association Group

Key Question: Which allyship action resonates most with me right now?

4 Ways to Manage Generational Differences (continued)

4. Understand the impact of unconscious bias (attitudes, preferences and stereotypes that impact our thinking and behaviors in ways that are invisible to us):

Confirmation Bias

The human tendency to see what we expect to see in others, whether it is actually there or not. In other words, we "confirm" what we expect to see.

Key Question: How might confirmation bias impact my interactions?

Key Point

We tend to allow our differences to separate us, even though we almost always have far more in common than we have differences.

Generation	Years Born	Percentage in Workforce
Generation Z	1997-2012	5%
Millennials (Generation Y)	1981-1996	35%
Generation X	1965-1980	33%
Baby Boomers	1946-1964	25%
Silent Generation (Traditionalists)	1928-1945	2%

Generation Gap at Workplace: How to Manage the 5 Generations <https://bit.ly/3DDg040>

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Dr. Tyrone Holmes is a professional speaker, consultant and author who has spent nearly three decades teaching thousands of people to build powerful relationships in diverse settings. He has facilitated over 1,500 live and virtual presentations that have taught participants to reduce the "noise" in their lives, to effectively communicate their messages, to connect with diverse audiences and groups, and to reduce the negative impact of unconscious bias. Dr. Holmes served as a full-time faculty member at Eastern Michigan University in the Department of Leadership and Counseling, and at Wayne State University in the Department of Theoretical and Behavioral Foundations. He is also a Past President of the Arizona Chapter of the National Speakers Association. Dr. Holmes has earned the designation of eSpeakers Certified Virtual Presenter, Certified Virtual Host and most recently, Certified Virtual Master Presenter.