



One of The Institute's **worksheets** series, to help you improve your leadership skills and capability, making you a better leader

This worksheet, based on the Spotlight 'Managing Different Generations,' will focus on generational differences and the challenge of leading different generations simultaneously in the workplace.

You should take approximately **two hours** to complete this worksheet and read the accompanying Spotlight

Generational Differences

The different generations in the workplace are sometimes categorised as Traditionalists (or Silents), Baby Boomers, Generation X and Generation Y (or Millennials), and each generation is said to have its own distinct characteristics and attitudes to work.

Complete the graphic below to describe the attitudes to work that are said to be distinct to each generation:

Baby Boomers	Generation X
Generations in the Workplace	
Traditionalists	Generation Y

Given your response to the task above, use the space below to describe how a leader might best inspire each of the different generations:

Baby Boomers	Generation X
Generations in the Workplace	
Traditionalists	Generation Y



Worksheet

Inspiring: Managing Different Generations

Managing Generations to Work Effectively and Collaborate

People now work longer and delay retirement and career paths have changed, so the style of leadership used plays a big part in motivating the team.

Reflecting on your approach, to what extent do you recognise the distinct skills and characteristics of your individual team members? Do you build and maintain trust within a diverse team? Review the statements below and assess how you currently do this:

	How I currently do this
I help my team move beyond stereotypes	
I accept that everyone is different, and I try to get to know each person individually	
I involve my team in discussion and actively seek to engage them	
I observe my team to determine what they want out of their jobs	
I find out what matters most to each member of my team	
I ask what their preferred communication style is	
I create opportunities for cross generational mentoring	
I understand how to assign work to each member of my team that will aid their individual motivation	
I incentivise each team member differently to reflect where they are in their career paths.	
I adapt my leadership style for each person's strengths, personality and aspirations	

Now reflect on the above: What could you do differently to better manage the differing generations in your workplace? Complete the action plan below for three actions that you can take:

Action	Resources	Measure	Time Scale	Review Date

Review How would you start a conversation with your team to create an environment where they better understand and appreciate employees of different age groups?

All references are cited in The Institute of Leadership & Management (2018) 'Spotlight on Managing Different Generations'

Vision - Inspiring - Managing Different Generations

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