

Building Bridges Across Generations: One-Page Action Guide

(Individual differences often matter more than generational categories)

Generational Strengths Are Complementary, Not Competing

- Each generation brings unique perspectives shaped by historical events, technology, and cultural shifts
- The most innovative solutions emerge when different generational approaches combine
- Assumptions about age-related preferences often don't match individual realities

Civil Conversations Create Change

1. Small, respectful dialogues can shift entire workplace cultures
2. Curiosity about different perspectives builds stronger teams
3. Asking "What can I learn from you?" opens doors to collaboration

Practical Strategies to Try This Week

Build Understanding

- Ask, Don't Assume: "What's your preferred way to receive feedback?" instead of assuming based on age
- Share Your Story: Explain the "why" behind your work preferences
- Reverse Mentoring: Pair people for two-way learning exchanges

Leverage Generational Strengths

- Problem-Solving Teams: Intentionally include multiple generations on complex projects
- Communication Mix: Use multiple channels (email, Slack, face-to-face) to reach everyone
- Knowledge Transfer: Create formal and informal opportunities for experience sharing

Create Inclusive Practices

- Meeting Formats: Rotate between virtual, in-person, and hybrid options
- Decision-Making: Include diverse perspectives in planning processes
- Recognition Systems: Offer various ways to acknowledge achievements

Conversation Starters That Work

- "I'm curious about your perspective on..."

- "What would you do differently in this situation?"

- "Help me understand your approach to..."

- "What's worked well for you when..."

- "I hadn't thought about it that way – tell me more."

Every civil conversation you have contributes to building more inclusive, innovative workplaces. Small actions create ripple effects that benefit everyone, regardless of age.

"The most innovative teams aren't those with the most similar backgrounds, but those with the greatest diversity of thought and experience."