CARIBBEAN CONFEDERATION OF CREDIT UNIONS
CCCU ANNUAL
INTERNATIONAL
CONVENTION
JUNE 21 - 26, 2024
ST. KITTS & NEVIS

Generational Diversity: Leadership Techniques For Fostering Team Excellence

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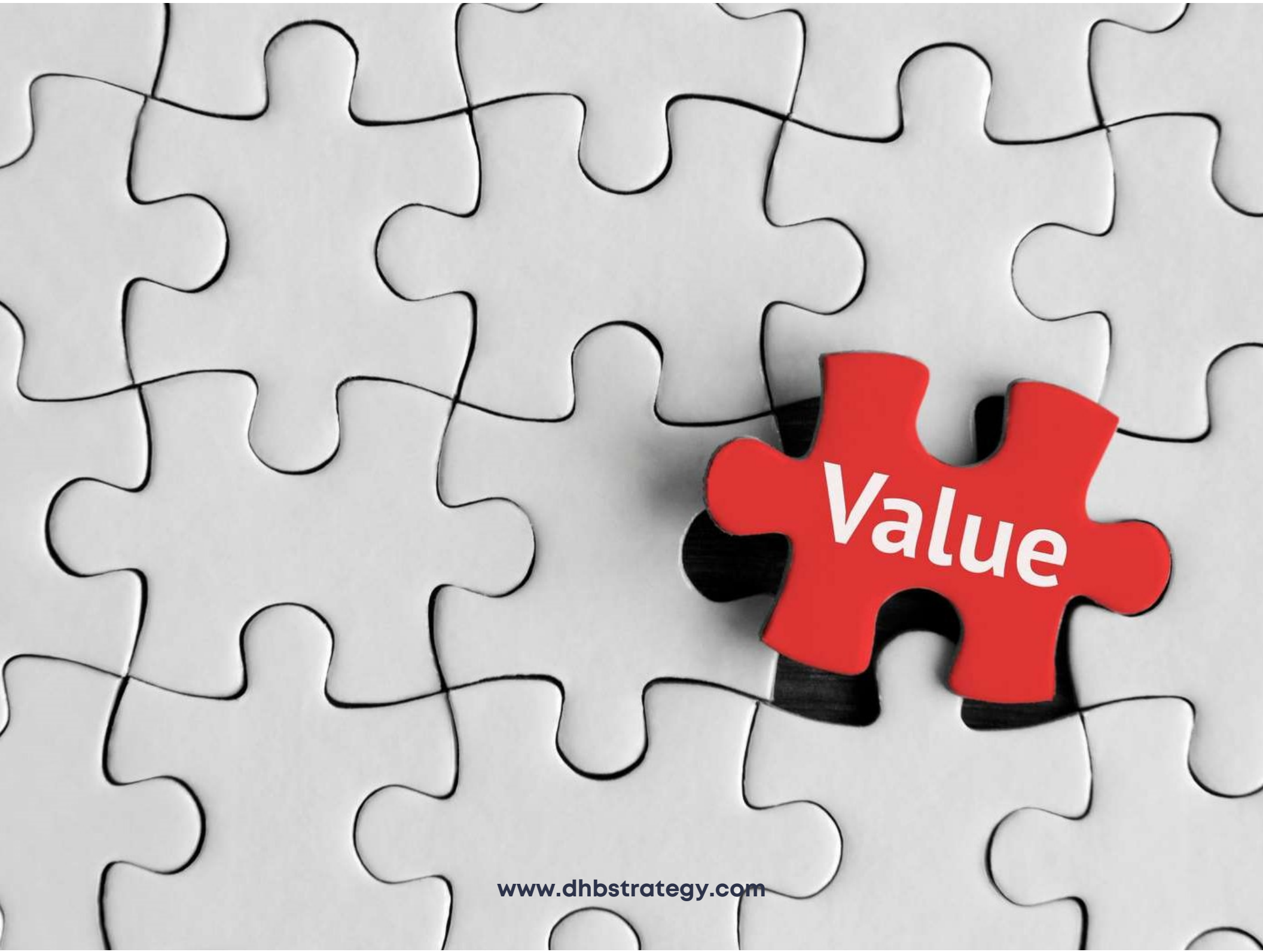
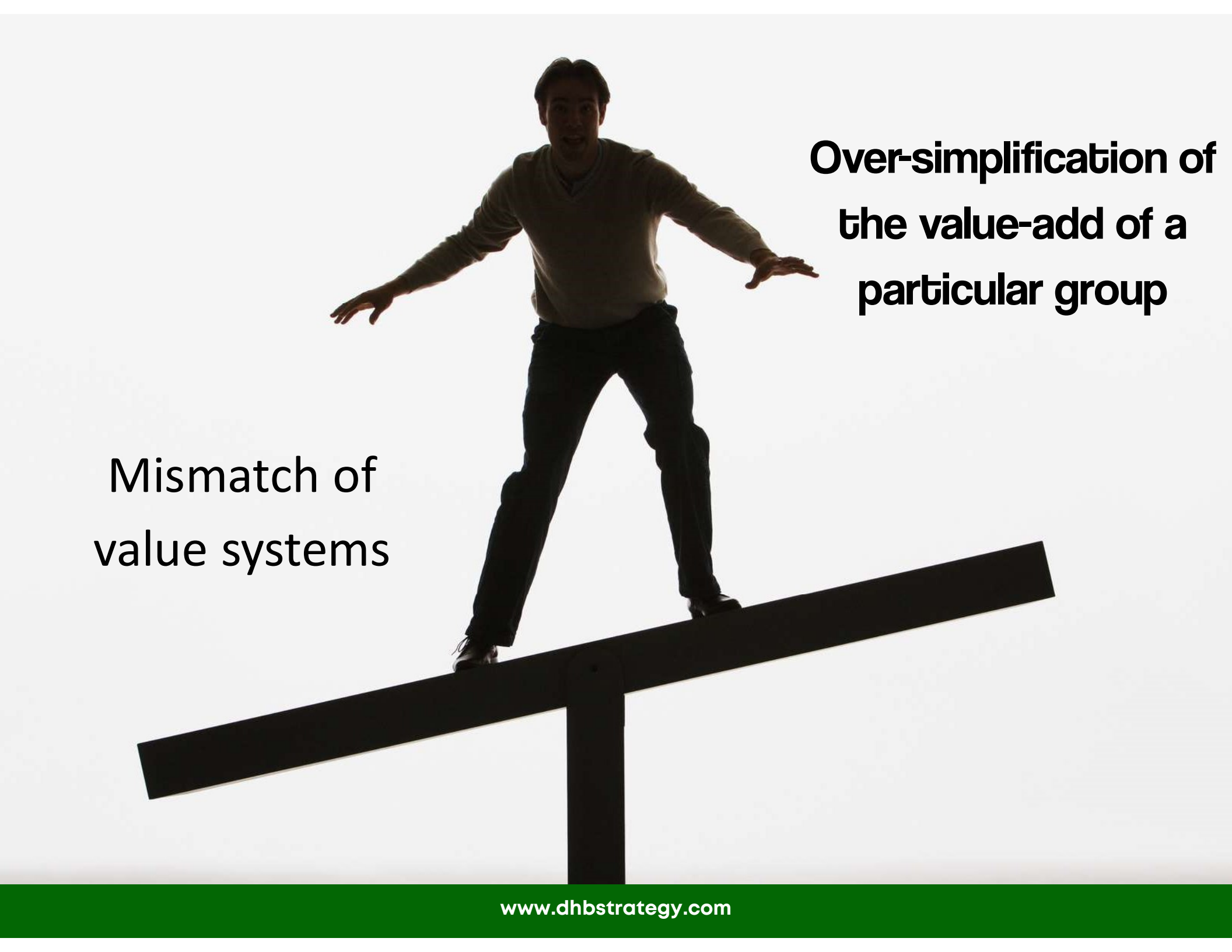
Objectives

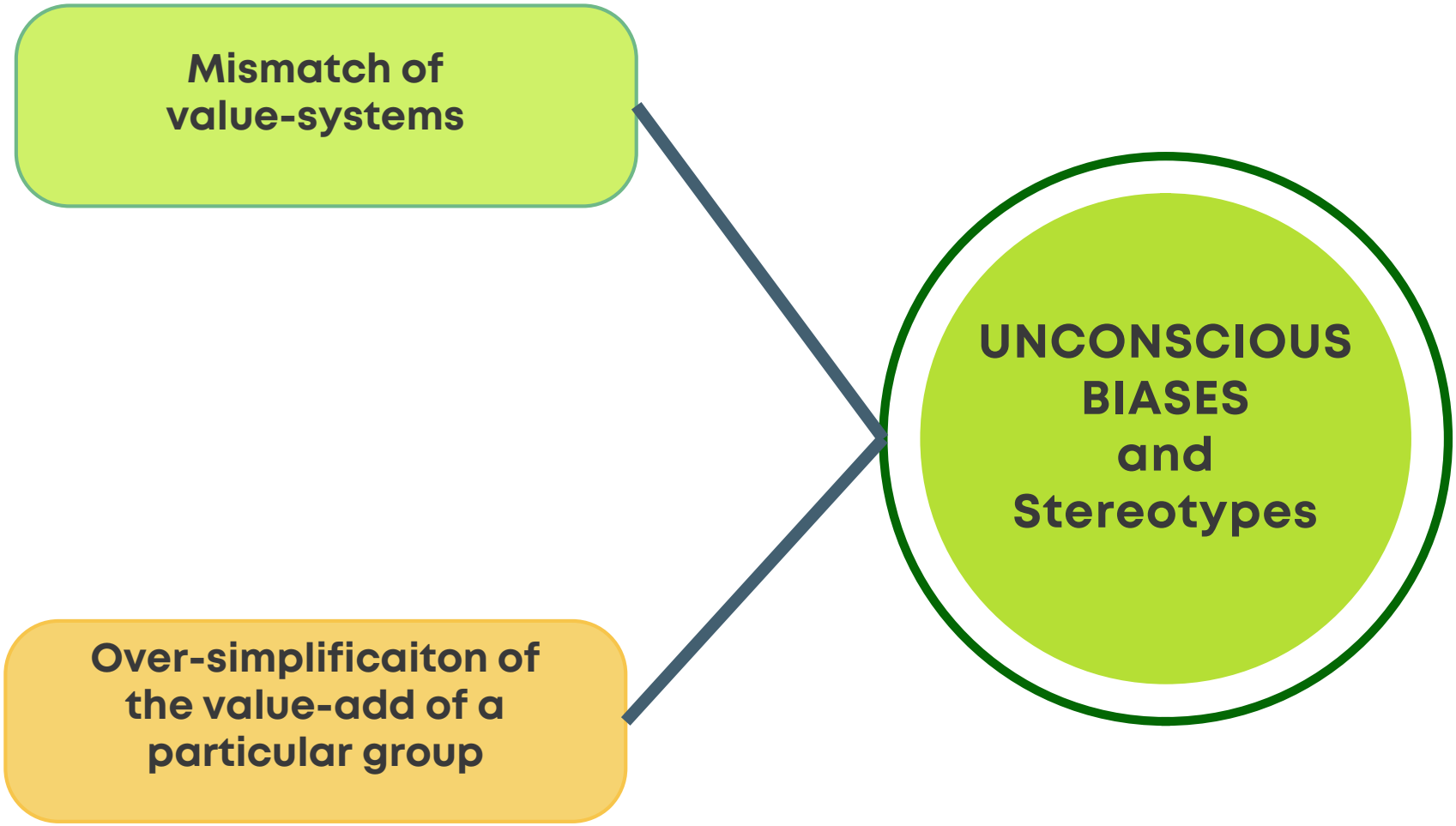
By the end of this session, you will be able to:

1. Explain the importance of Generational Diversity to team performance
2. Identify the inherent biases that are preventing you from tapping into generational strengths
3. Navigate through generational differences and leverage generational strengths
4. Integrate practical tools to create an inclusive work environment


Value


Over-simplification of the value-add of a particular group
Mismatch of value systems

Source of the Challenge



ACTIVITY

Quiz Results Explained

1 to 20: **Low Bias**	21 to 30: **Moderate Bias**	31 to 40: **High Bias**	41 to 50: **Very High Bias**
You show a low level of bias in your approach to managing a multigenerational team. This suggests you are fairly balanced in your views and treatment of employees across different age groups.	You display some biases in your management style, but they are not overly pronounced. It would be beneficial to reflect on these areas and seek to understand how they might affect your team dynamics.	You have a high level of bias in your perceptions and management practices concerning different age groups. This could be impacting team morale and performance.	Your management approach is heavily influenced by biases towards different generations. This likely leads to significant issues in team cohesion, satisfaction, and productivity.

The Importance of Generational Diversity

1. Enhanced Creativity and Innovation

2. Improved Communication and Collaboration

GENERATIONS IN THE WORKPLACE

THE STRENGTHS AND THE VALUES

SILENT GENERATION

Born 1928 to 1945

The Silent Generation, though largely retired, are known for their loyalty, reliability, and a wealth of experience.

Their Values:

- Loyalty
- Work Ethic
- Frugality
- Discipline

BABY BOOMERS

born 1946-1964

Baby Boomers are known for their strong work ethic and dedication to their careers.

Their Values:

- Job Stability
- Respect for Authority
- Financial Security

GEN X

born 1965-1980

Gen Xers are often characterized as independent and self-reliant.

Their Values:

- Work-life balance
- Self-reliance
- Career Advancement based on merit

GENERATIONS IN THE WORKPLACE

THE STRENGTHS AND THE VALUES

MILLENNIALS

born 1981 - 1996

Millennials are tech-savvy, collaborative, and value diversity and inclusion.

Values:

- Work-life integration
- Diversity and inclusion
- Social responsibility

GEN Z

born 1997-2012

Gen Zs are entrepreneurial, value autonomy, and are looking for opportunities to make an impact early in their careers.

Their Values:

- Individualism
- Innovation
- Diversity & Inclusion
- Social Good

The Multi-generational WORKPLACE

Silent Generation

Strengths: *Experience, work ethic, attention to detail*

Values: *Loyalty, Community, Frugality, Discipline*

Baby Boomers

Strengths: *Experience, work ethic, institutional knowledge*

Values: *Job Stability, Respect for Authority, Financial Security*

Gen X

Strengths: *Adaptability, Independence, problem-solving skills*

Values: *Work-life balance, Self-reliance, Career Advancement based on merit*

Millienials

Strengths: *Adaptability, Independence, problem-solving skills*

Values: *Work-life balance, Self-reliance, Career Advancement based on merit*

Gen Z

Strengths: *Digital native, entrepreneurial spirit, fresh perspectives*

Values: *Work-life balance, Self-reliance, Career Advancement based on merit*

Leveraging Generational Strengths

The Positive Impact of Embracing Generational Diversity

A Practical Example

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Can you count the cost?
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Practical Skills For Multi-generational Team Excellence

Practical Skills For Multi-generational Team Excellence

1 Effective Communication

- ✔ Active Listening
- ✔ Skillful and Adaptive Communication Styles

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3. MB BB PB	**4.** OODRWWTS

1.	2. X E R O X
3. MB BB PB	4. TWO WORDS

Practical Skills Foster Multi-generational Team Excellence

2 Facilitation Skills

- ✔ Constructive Conversations
- ✔ Seeking Common Ground (aka shared goals)

Practical Skills Foster Multi-generational Team Excellence

3 Mentorship

- ✓ Mentorship Pairing
- ✓ Reverse Mentoring

CREATING AN INCLUSIVE WORK ENVIRONMENT

LEAD BY EXAMPLE

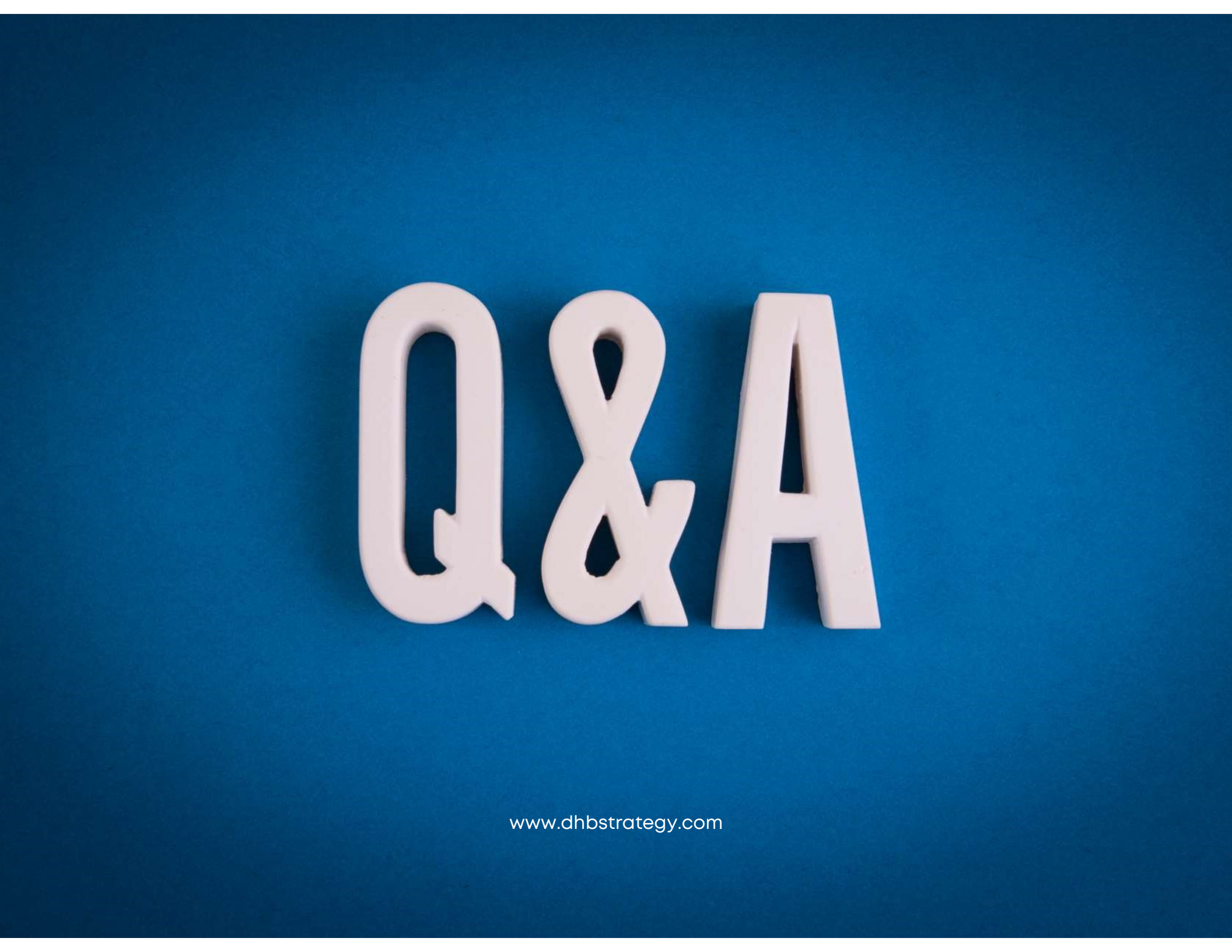
RETRAINING PROGRAMS

FLEXIBLE WORK ARRANGEMENTS

ONGOING CROSS-GENERATIONAL COLLABORATION

RECOGNITION AND APPRECIATION

Let's Make It Practical



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Thank You

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