



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Diversity—**

Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

- **Communication—**

Advances the abilities of individuals and the organization through active listening supported with meaningful oral and written presentation of information.

RELATED COMPETENCY CATEGORIES:

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

- **External Awareness—**

Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

Communicating Across Generations

SUMMARY

This module provides insights to help you honor, appreciate, and identify with different generations. As you learn to connect and communicate more effectively with one another, you can begin to view differences as healthy and see how they provide exciting opportunities to collaborate on innovative solutions.

CONTEXT

Tom Boyle, Director of the Learning Technology Research Institute in the UK, coined the term NQ, or network quotient. This is the ability to form connections with others. According to Boyle, NQ is more important than IQ in business success today.

Insofar as today's workforce may be comprised of as many as four generations working side-by-side, connecting with each other may present even more of a challenge. Each generation has their unique mindset, work style, and ways of communicating. Learning to work and communicate across generations has become vitally important to building a cohesive, productive, and successful team.

At the completion of this module, participants will be able to:

- Work with and communicate more effectively with diverse generations
- Connect with and gain buy-in from different generations
- Provide sincere recognition and appreciation that motivates each generation

“Bridging the generation gap comes down to two simple ideas: understanding and respecting differences, and learning how to communicate effectively.”

—Ken Owens, Tellabs