

THE MULTIGENERATIONAL WORKFORCE:

**KEYS TO ENGAGEMENT, COMMUNICATION AND BUILDING
LEADERSHIP CAPACITY**



SKILL TAKE AWAYS

- **IDENTIFY NUANCES IN COMMUNICATION STYLES**
- **IDENTIFY ENGAGEMENT TOOLS, STRATEGIES**
- **IDENTIFY WAYS TO SHARE INSTITUTIONAL KNOWLEDGE**

CHANGE IS CHOICE-STEVEN COVEY

- **VISION**
- **COMMUNICATION**
- **EMPOWERMENT**
- **ENGAGEMENT**
- **ACCOUNTABILITY**

MYTH BUSTERS/ACTIVITY

COMMUNICATION/ENGAGEMENT COUNTS

- **ONBOARDING STAFF, TRAINING**
- **PERFORMANCE APPRAISALS(+/-)**
- **SATISFACTION SURVEYS**
- **EXIT INTERVIEWS**

SHARING INSTITUTIONAL KNOWLEDGE

- **FORMALIZED MENTORING PROGRAMS**
- **INFORMAL MENTORING**
- **BUDDY SYSTEM**
- **MANAGEMENT /LEADERSHIP STYLES**

RISKS TO ORGANIZATIONS

TURNOVER

KNOWLEDGE DRAIN

LEADERSHIP SCARCITY

CULTURE CRASH

**PLEASE BE SURE TO FILL OUT THE SESSION
EVALUATION AT:**

[NEACRAO.ORG/FEEDBACK/](https://neacrao.org/feedback/)

THANK YOU!

