

# When The Balls Drop- Resolving Generational Conflict



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Carol Bowser

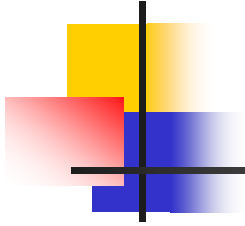
Conflict Management Strategies Inc



# Objectives

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- Learn Causes of Generational Conflict
- Prevent Conflict
- Manage Conflict
- Create an Action Plan
- Laugh



“HR leaders have the opportunity to create competitive success by strategically managing generational differences...”

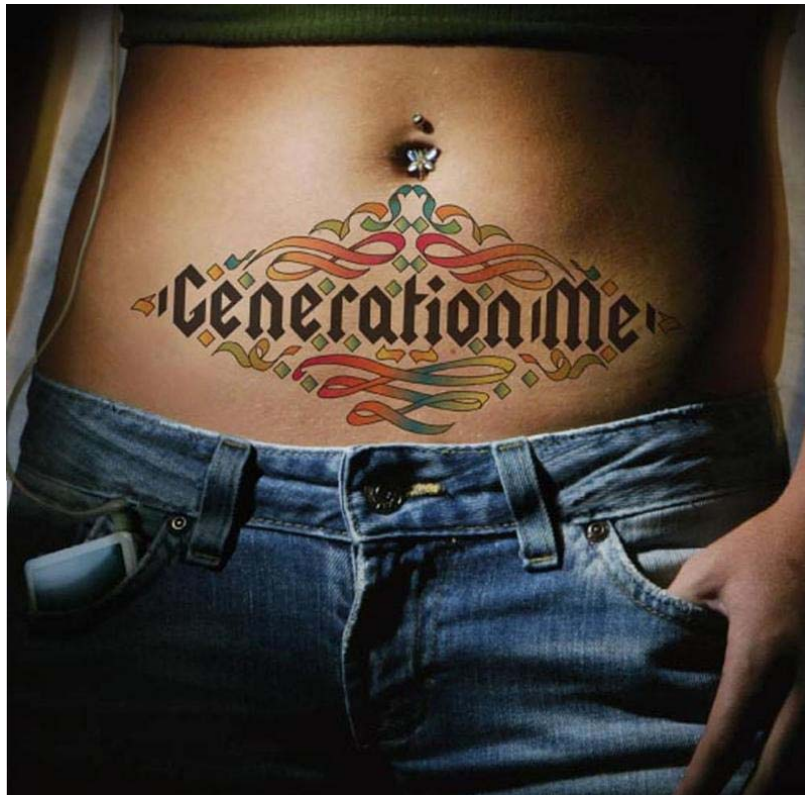
*SHRM Research Qtrly*

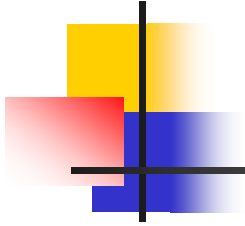
*The Multigenerational Workforce Q1 2009*

# The Case of the "SNOT NOSED KID"



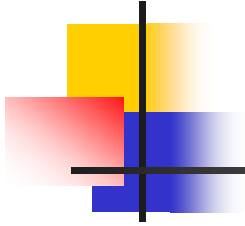
# The Case of "The New Kid on the Block"





“Generalities about generations can provide insight on values and expectations in the workplace”

*SHRM Research Qrtrly*



“Each generation ranked *honesty*, *competence*, and *loyalty* among the top leadership qualities, with **honesty** being the most important.

*SHRM Research Qrtly*



# Center for Creative Leadership

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Top 3 Values Across Generations:

- Family
- Love
- Integrity

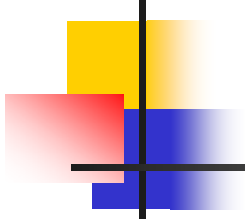
*HOWEVER....*

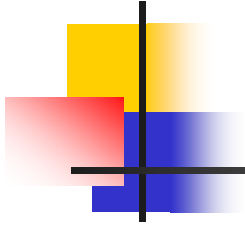


# Center for Creative Leadership

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Each generation *demonstrated* the shared values in *different* ways.





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Different definitions = different  
benchmarks = unmet  
expectations =  
CONFLICT

Conflict looks like...



Or this...





Or this

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Or this...





# Clashes of Values

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- Definition of Team
- Qualities of Team Player
- Expectations of Leader
- Locations of Boundaries



# Charting a Course

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- Defining Team
- Setting Benchmarks
- Rules of Engagement
- Articulation of Values



# Performance is the Great Equalizer

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How is performance MEASURED?

TAKE AWAY:

Managers are people too

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“New” requirements:

- Notice & Adapt

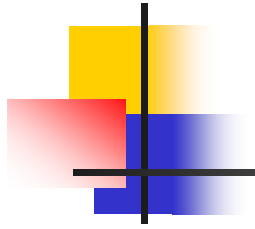


# “Notice & Adapt”

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Feels like:

- Change for the sake of Change
- Never Good Enough
- Never Rest
- Never Successful



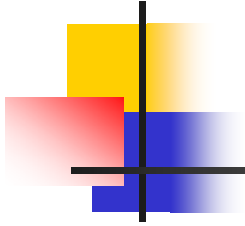


# “Notice & Adapt”

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Could be:

- Greater Self Knowledge
- Minimize Clashes
- Highlight Role models
- Articulate Objective Measurements
- Reaffirm Core Values

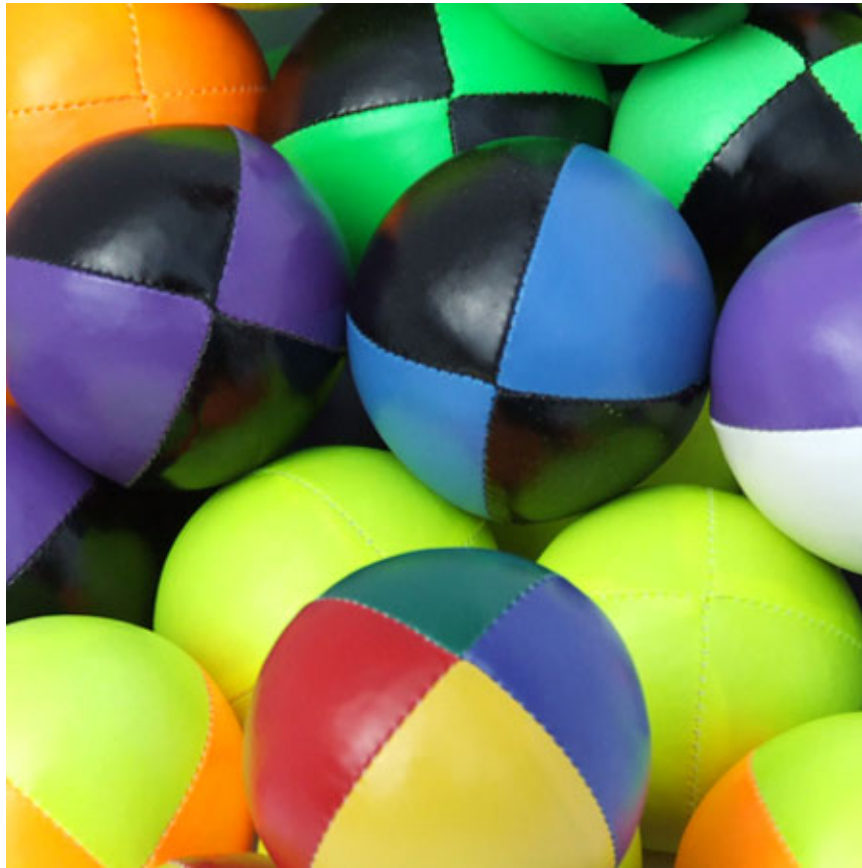
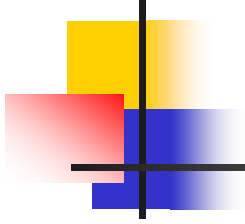




# HR's Role???

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- Evangelist
- Coach
- Resource
- Supporter
- Devil's Advocate
- Master Juggler





# Juggling Time

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# Action Plan

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- Educate
- Designate A Role Model
- Internal PR Campaign
- Performance Measurements



# Objectives

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# Thank You!

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For Additional Resources

[www.ManagingConflict.com](http://www.ManagingConflict.com)

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