

LEADING ACROSS GENERATIONS
 Building Collaborative Multigenerational Teams

Dr. Keena Mosley

MOMENTUM LEADERSHIP GROUP

- Non-Profit and Early Education Leader
- College Professor
- County Head Start Team Leader & Monitor
- School District Program Administrator
- Degrees in Early Childhood Education & Organizational Leadership
- Diversity, Equity, and Inclusion in the Workplace
- Everything DISC® & Five Behaviors™ Certified Trainer

“I have been able to communicate more effectively, be able to present more succinctly, problem-solve more accurately, and be more vocal about my strengths and capabilities.” - PFCE Supervisor

Dr. Keena Chief Transformation Officer
 Executive Coach | Consultant | Speaker | Author

GROUP POLL
 Select the range for the year you started your first paid job
(any job, even babysitting)

MOMENTUM LEADERSHIP GROUP



TODAYS FOCUS

- ✓ Analyze research on generational characteristics
- ✓ Adapt communication skills to optimize team performance
- ✓ Identify strategies to foster a collaborative team culture

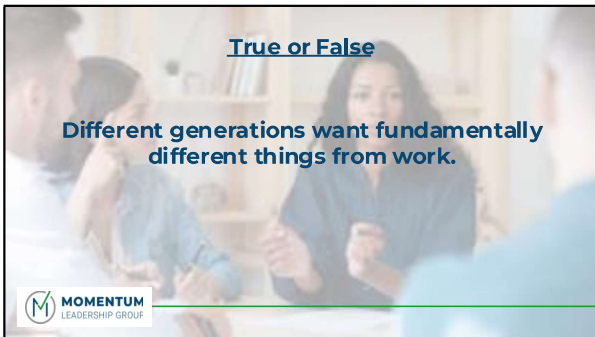
MOMENTUM
LEADERSHIP GROUP



Common Tensions

- ✓ Knowledge transfer challenges
- ✓ Technology adoption differences
- ✓ Work-life balance expectations
- ✓ Recognition and reward preferences

MOMENTUM
LEADERSHIP GROUP



True or False

Different generations want fundamentally different things from work.

MOMENTUM
LEADERSHIP GROUP

True or False

Gen Z workers are less loyal to employers than previous generations.



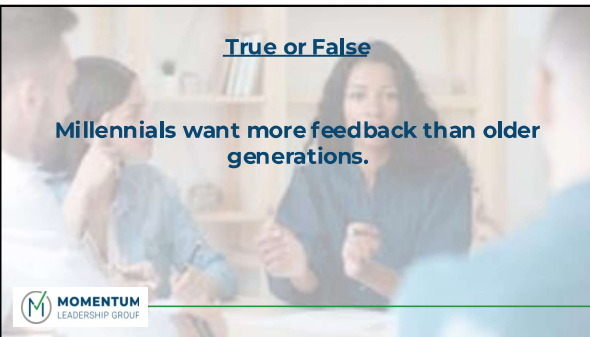

True or False

Boomers resist technology more than younger generations.



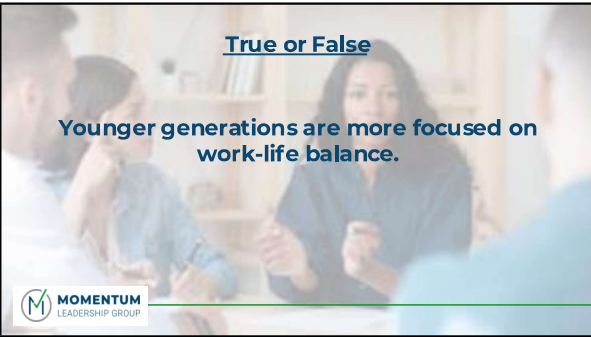

True or False

Millennials want more feedback than older generations.



True or False

Younger generations are more focused on work-life balance.

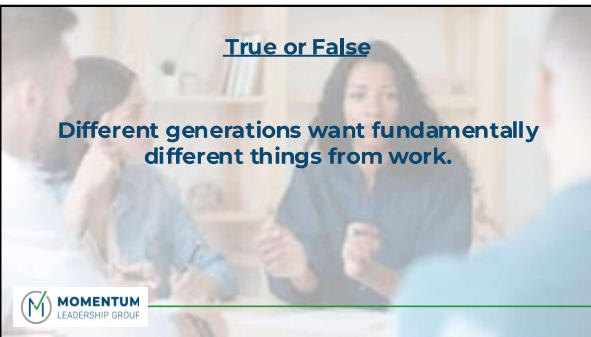



LET'S UNPACK THESE STEREOTYPES...



True or False

Different generations want fundamentally different things from work.





BABY BOOMER GENERATION
Born 1946 - 1964

Significant Influences
Vietnam War, Civil Rights Movement, Space Travel

Work Values/Motivations
Company loyalty, teamwork, acknowledgement of input/expertise

Communication Preferences
Efficient methods, phone calls / face-to-face, meetings

LEADERSHIP EXPECTATIONS
Respect for experience, clear hierarchies



True or False

Boomers resist technology more than younger generations.

MOMENTUM LEADERSHIP GROUP



GENERATION X
Born 1965 - 1980

Significant Influences
AIDS Epidemic, Dot-Com Boom, Latchkey Kids


Work Values/Motivations
Work-life balance, autonomy, efficiency, independence, adaptability, skepticism

Communication Preferences
Efficient methods, emails, informal, results-oriented / purposeful

LEADERSHIP EXPECTATIONS
Competence, fairness, feedback

True or False

Younger generations are more focused on work-life balance.





MILLENNIAL GENERATION
Born 1981 - 1996

Significant Influences
Digital Media, 9/11, School Shootings


Work Values/Motivations
Purpose-driven, development, flexibility, Feedback-seeking, Technology


Communication Preferences
Email, text messages, positive, motivational, personable

LEADERSHIP EXPECTATIONS
Coaching relationship, transparency, collaboration

True or False

Millennials want more feedback than older generations.





GENERATION Z
Born 1997 - 2012

Significant Influences
The Great Recession, Technology Access

Work Values/Motivations
Diversity, individuality, creativity, regular public praise

Communication Preferences
Email, text messages, positive, motivational, brief & personable

LEADERSHIP EXPECTATIONS
Authenticity, inclusivity, technological savvy

True or False

Gen Z workers are less loyal to employers than previous generations.



MOMENTUM LEADERSHIP GROUP

BRIDGING THE GENERATIONAL DIVIDE

Adapt Without Stereotyping

- ✓ Focus on individual preferences while acknowledging generational tendencies
- ✓ Avoid assumptions based on age alone



MOMENTUM LEADERSHIP GROUP

BRIDGING THE GENERATIONAL DIVIDE

Leverage Multiple Communication Channels

- ✓ Match important messages with appropriate mediums
- ✓ Create communication redundancy for critical information
- ✓ Avoiding generationally-loaded terms and references



BRIDGING THE GENERATIONAL DIVIDE

Balance Technology with Human Connection

- ✓ When to use digital vs. face-to-face communication
- ✓ Building rapport across technological comfort levels



BRIDGING THE GENERATIONAL DIVIDE

Feedback Approaches by Generation

- ✓ Timing, format, and delivery considerations
- ✓ Generational differences in receiving criticism



BRIDGING THE GENERATIONAL DIVIDE

Creating Shared Purpose

- ✓ Connecting individual values to organizational mission
- ✓ Finding common ground across generational priorities



BRIDGING THE GENERATIONAL DIVIDE

Leveraging Complementary Strengths

- ✓ Experience exchange programs
- ✓ Reverse mentoring initiatives
- ✓ Cross-generational project teams



BRIDGING THE GENERATIONAL DIVIDE

Flexible Work Approaches

- ✓ Balancing structure with autonomy
- ✓ Creating policies that respect different work styles



LET'S APPLY IT...

Identify 1 thing you can do this week to bridge a generational gap.
Now, what is one thing you can focus on for the next 30 days?



BEFORE WE GO...

- ✓ Understanding generational perspectives is a starting point, not an endpoint
- ✓ Effective leaders adapt their approach while maintaining consistency in values
- ✓ Successful multi-generational teams leverage diverse perspectives as strengths
- ✓ Communicate with empathy and flexibility





**DOWNLOAD THE 2025
MULTIGENERATIONAL
PLAYBOOK**