

# Generational Differences in the Workplace

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

**Four generations. One team. The leader who knows how to leverage all of them wins.**

**For the first time in recorded history, four generations share the same workplace.** Baby Boomers, Gen X, Millennials, and Gen Z each bring different values, communication styles, and expectations to the same team. That diversity is either a friction source or a competitive advantage — and **the determining factor is the front-line supervisor.** Research from Deloitte, Gallup, and SHRM shows that organizations with high generational fluency in their leadership layer see 35% higher team engagement and 28% lower voluntary turnover. **This 45-minute class gives your supervisors the generational profiles, management strategies, knowledge transfer tools, and conflict resolution techniques to turn a four-generation team into a genuine asset.**

## THE BUSINESS CASE FOR THIS TRAINING

**4**

Generations now simultaneously active in the U.S. workforce for the first time in recorded history

**35%**

Higher team engagement in organizations where front-line supervisors are trained in generational fluency

**58%**

Of managers say generational differences create meaningful friction on their teams at least once per month

**28%**

Lower voluntary turnover when organizations actively leverage generational diversity through leadership training

Sources: Deloitte Global Millennial Survey • Gallup • SHRM • Pew Research Center • Harvard Business Review

### WHAT YOUR LEADERS WILL LEARN

- ✓ Understand the core values, motivators, and communication preferences of all four generations without stereotyping
- ✓ Adapt communication methods, recognition approaches, and career development conversations to what actually works for each person
- ✓ Map their team's generational composition and identify management gaps they haven't addressed
- ✓ Create mentoring and reverse-mentoring opportunities that transfer knowledge in both directions
- ✓ Identify and protect institutional knowledge before a departure makes the gap permanent
- ✓ Mediate generational conflicts by anchoring to the work, not to generational preference

#### What Changes Immediately:

- ✓ Supervisors stop managing every generation the same way and start asking what each person needs
- ✓ Knowledge transfer conversations begin before the institutional knowledge walks out the door
- ✓ Generational friction gets addressed at the behavior level, not the generational label level
- ✓ Reverse mentoring pairs form and both sides grow from them

### THE FOUR GENERATIONS

#### Four perspectives. One team. One leader.

**BOOMERS**  
1946–1964

Loyalty, dedication, institutional knowledge, client relationships, mentoring capacity

**GEN X**  
1965–1980

Self-reliance, results focus, direct communication, cross-functional thinking

**MILLENNIALS**  
1981–1996

Purpose, collaboration, digital fluency, values-driven energy, peer learning

**GEN Z**  
1997–2012

Tech nativity, adaptability, authenticity, entrepreneurial mindset, speed to learn

*Plus: Communication adaptation guide, motivation and recognition matrix, technology comfort level framework, knowledge transfer strategies, generational conflict mediation model, and inclusive team norm templates.*

*“The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions.”*

— **Jim Rhodes**, SVP, Wayne Brothers Companies

*Your leaders won't remember the meeting where nothing was said. They'll remember the training that gave them the confidence to act.*

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“A rising tide lifts all boats.”

### SESSION AT A GLANCE

🕒 45 Minutes

📍 In-Person or Virtual

👤 Front-Line Leaders

📅 Up to 20 per Session

#### Package Includes:

Slide deck  
Student handout & worksheets  
Four-generation reference guide  
Team composition mapping worksheet  
Communication adaptation guide  
Motivation & recognition matrix  
Knowledge transfer planning template  
Generational conflict mediation guide  
Action planning guide  
Complete instructor delivery guide

★ **Group, Law Enforcement & First Responder Discounts Available**

Contact us at [www.therisingtidesolution.com](http://www.therisingtidesolution.com) for custom pricing.

#### 📍 RTS In-Person or Virtual

Our certified facilitators deliver at your facility or via live virtual session. Zero prep required from your team.

#### 🏠 Teach It In-House

Every package includes a full instructor guide built on our Train-the-Trainer methodology — your team delivers independently.

#### 📁 Add All 20 Classes

Bundle the complete 20-class Lunch & Learn Series for comprehensive front-line leader development.