**“Sticking Points” (Hayden Shaw)**

* 1. Communication
	2. Decision Making
	3. Dress Code
	4. Feedback
	5. Fun @ Work
	6. Knowledge transfer
	7. Loyalty
	8. Meetings
	9. Policies
	10. Respect
	11. Training
	12. Work ethic

# Table Sticking Point and Issue:

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# Steps for leading through the “sticking points’

a. ***Acknowledge:*** Discuss differences honestly and openly

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b. ***Appreciate:*** Focus on why, not what; find common needs

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c. ***Flex:*** Agree to accommodate different approaches

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d. ***Leverage:*** Maximize strengths across generations and team

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e. ***Resolve:*** Determine options that yield the best results

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**Team impressions of process**

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**Business Necessity:** Anything that will make you lose your foot, customer, money, or funding

**Generational Difference:** Anything that is not a business necessity