

Narrowing the Generation Gap

How to have a team of all ages find common ground

"I don't like that man. I must get to know him better." - Abraham Lincoln

The wise words of the 16th president of the United States ring loud in a world with so much division, distraction, and disagreement. Today, the faster something validates our assumption or worldview, the quicker we seem to adopt that information. The human brain craves the shortest route to make sense of information. However, that shortcut can leave out a lot of understanding and perspective-shaping context.

There is a wealth of information today but a poverty of understanding. Today's multi-generational, vastly diverse, high-flux, technology accelerating, info-inundated, headline-reading culture demands that we seek more understanding of teammates.

Now that our workplaces are more generationally diverse than at any time in history and at risk of conflict because of this, how do we all work together harmoniously?

It is crucial to be aware of generational tension. When leaders and employees recognize that they each have different skills and bring other things to the table, they will find common ground to create strong working relationships

When a practice learns to connect people across the generations, they can start to find a way to bridge the so-called generational borders. Learn best practices for engaging both patients and team members across the generations. Gain actionable strategies and integrated tools that build rapport, camaraderie, and cooperation among team members. Capitalize on the team's strengths to develop a care process that creates stronger relationships and opportunities for the best oral health outcomes for your patients.



Learning Objectives:

- Explore strategies for improving multi-generational team performance
- Improve inter-generational communications and increase case acceptance by understanding the generational common ground
- Develop verbal and relationship skills to manage generational differences that increase quality and productivity, reduces conflict, and maximizes the contributions of all team members
- Learn to focus on individual strengths rather than on generational differences for greater workplace satisfaction and practice profitability

Suggested Audience: Dentists, Office Managers, Full Team

Suggested Format: Onsite or Virtual Webinar Half Day; Lecture, Workshop, Keynote

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