

Table of Contents

Part One: Introducing the Age-Appropriate Workplace 1

Chapter 1: Is the Workforce Generation Gap Wider Than Ever? . . 3

Chapter 2: Understanding the Five Generations 19

Part Two: Culture and Practical Considerations for the Age-Appropriate Workplace 41

Chapter 3: What Does Your Organization Stand For?
(Why Mission Really Matters) 43

Chapter 4: Intentionally Recruit for Generational Diversity...
and Create a Deep Bench of Talent 51

Chapter 5: Fair Pay and Contemporized Benefits:
Making It Worth Their While 65

Chapter 6: Employee Well-Being: Why It's Moved from
the Sidelines to Center Stage 85

Chapter 7: Personalized Training and Development:
Help Them Learn and Grow *Their* Way 99

Part Three: Fostering Cross-Generational Connections 107

Chapter 8: Leading Age-Diverse Teams: Tips and Tactics
to Create Connection and Synergy 109

Chapter 9: Cultures of Learning (Not Knowing)
Are the Future of Work 123

Chapter 10: Multigenerational Mentorship: Cross-Pollinate Your Workforce with Knowledge, Skills, and Wisdom	129
Chapter 11: Wired Differently: How Each Generation Views Technology (and Why That Matters So Much).	143
Chapter 12: Fostering Healthy Coworker Relationships	159
Part Four: Skillset for Leading a Multigenerational Workforce.	167
Chapter 13: The Big Mindset Shift: Get Your Ego Out of the Driver’s Seat	169
Chapter 14: Mastering Empathy and Emotional Intelligence . . .	179
Chapter 15: Trust Matters at Work: How to Build It Across Generations.	191
Chapter 16: Performance Feedback and Coaching That Speaks to Every Generation	203
Chapter 17: Reward and Recognition Gets Results (But Do It Right!)	213
Conclusion	221
Endnotes	225
About the Author	243