A BYO Lunch n Learn

About

Inter-Generational Communication

Presented by

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BECAUSE EVERY BUSINESS IS A PEOPLE BUSINESS
Today’s Objective

• Introduce the Path to Results Model as the basis for understanding human behavior

• Show the connection between our values and events that occur during our formative years.

• Model the use of real world, in-the-moment content that makes The Quality Coach!® workshops unique.

Focus is Context
Who is in the room today?

- Your Name: _______________
- Your Company: ____________

<table>
<thead>
<tr>
<th>Generation</th>
<th>Schwarzkopf</th>
<th>Boomer</th>
<th>GenX</th>
<th>GenY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age Range</td>
<td>67+</td>
<td>58-66</td>
<td>35-57</td>
<td>26-34</td>
</tr>
<tr>
<td>The Generation that Challenges You Most</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
The Path to Results

Behavioral Style
- Problems & Challenges
- Influencing Others
- Pace of the Environment
- Details & Rules

Meaning-Making
- Values
- Beliefs
- Interpretations

Sensory Stimuli

Results/Outcomes

Life Experience

Meaning-Making

Behavioral Style

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How Our Values Develop

The work of Professor Morris Massey...Who You are is Where You were When

Imprinting
Birth Thru Age 7

Modeling
Ages 8-13

“People resemble their times more than they resemble their parents.”
—Arab proverb

World Events When Your Values were Established

Socialization
Ages 14-21
Generational Stereotype for: ______________________

Nickname: _________________________

Key Values Impactors: _________________

Meaning-making Implications: __________