

# Leading Through the Generations

## Supporting Your Multi-Generational Workforce

### So, what exactly does this help you do?

L&D programs are vital to the success of your organization, but we're guessing you already knew that, since you're here. At times, it's easier to trudge forward than to look back, but proper reflection propels more bountiful success. It requires a pause, a halt to creating more, an honest look-back, and a roll-up-your-sleeves we're-diving-into-this mentality. Especially when it comes to your Learning and Development strategy while supporting a multi-generational workforce.

#### Establish Benchmarks

An honest program inspection helps identify benchmarks in your learning operations so everyone knows what success looks like.

#### Identify the Cracks

Show how instrumental L&D programs are, along with the value they bring to organizational success. Expose the foundational cracks where L&D could help company-wide improvement.

#### Doing More with Less

Unfortunately, L&D budgets are often the first to be cut when money becomes tight. Keep a tally of where you were and where you are going with your learning strategies to shine a light on how your programs drive success. This can help keep your program on the essential list.

### And, how does this relate to leading L&D through generations?

The need for Learning and Development (L&D), Operations, and Human Resources (HR) to work harder to understand and support everyone to succeed at work is only increasing. This means changing how we train people, how we manage, and even the rules at work. Grab your favorite pen and use the following sections to begin your guide.

What are your basic training needs?

What are your basic learning needs?

What does success look like within your organization's learning objectives?

What is the impact of this strategy on your organization as a whole?

What efficiencies could be accomplished from supporting every generation in your org? Think big.

### As a reminder, here is the breakdown of the current generations in the workforce:

- **Baby Boomers:** Born between 1946 and 1964, this generation has witnessed the evolution of the retail and restaurant industries from their paper-and-pen stages to today's digital age.
- **Generation X:** Born between 1965 and 1980, Gen Xers are known for their strong work ethic and bridge the gap between the Boomers and younger generations.
- **Millennials:** Born between 1981 and 1996, millennials have been at the forefront of technological adoption and social change, reshaping customer service expectations.
- **Generation Z:** Born from 1997 onward, the youngest working generation brings a fresh perspective, digital nativity, and a strong emphasis on social and environmental issues.

## Keeping in mind generations across your workforce:

What are the two primary ways L&D programs can help support the different generations within your workforce? Jot them down. \*For instance: tailored onboarding experiences for enhanced engagement across ages, or multi-generational retention strategies – or – generation-specific certification tracks to meet compliance needs.

### Training Needs

1.

2.

### Organizational Goals (for the year/quarter!)

1.

2.

3.

4.

**Now,** considering the two key training needs for generational workforce diversity AND your organizational goals, which specific L&D strategy would you prioritize to tackle these needs?

\*Example: For department-specific certification tracks to meet compliance needs, an L&D objective might be "Implement a flexible certification program with various learning modules and support systems designed to cater to the unique preferences of Baby Boomers, Gen X, Millennials, and Gen Z, ensuring compliance and upskilling across the workforce."

### L&D Strategy #1

Who does it serve?

Why is it important?

What does this look like as a multigenerational solution?

Which overall organizational goal does it meet?

What solutions/training strategies do I need to reach this goal?

What does success look like?

### L&D Strategy #2

Who does it serve?

Why is it important?

What does this look like as a multigenerational solution?

Which overall organizational goal does it meet?

What solutions/training strategies do I need to reach this goal?

What does success look like?

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