

## Sticking Points Keynote Presentation

### Introduction:

Flip flops will be business formal business wear

It's the end of the world as we know it.

For the first time in history, there are four generations of employees and five generations of customers.

1. The four approaches organization's use to deal with generational differences
  - a. Explanation
  - b. The question: which one do you use?
2. Defining the Generations  
Overview of names and time frames for each generation
3. Appreciating the Generations
  - a. Historical influences for three generations
  - b. Participants get into groups and determine the influences of the Millennials
4. Understanding the Generations
  - a. Overview of basic generational differences
5. Working more effectively with the generations
  - a. The five steps to leading through differences
  - b. Four points of friction