

# **Team Communications Among The Generations**

Working Effectively  
with Different Generations

■ Alan Guyant

A

**Coaches: Al Guyant, Marni Bekkedal**

**AL** is an international trainer, speaker, and book author, with 30 years of experience in public and private business, ranging from first level staff member to a bureau director. Al holds Criminal Justice degree and has been a consultant, newspaper reporter, environmental health specialist, public information officer, and national advocate for poor families.

**Marni** is a Ph.D. neuroscientist with expertise in brain chemistry and the processing of emotions and has been an assistant professor, deputy director of a neurobehavioral toxicology laboratory, author of scientific peer-reviewed papers, and serves on board of Directors for Community Coordinated Child Care.

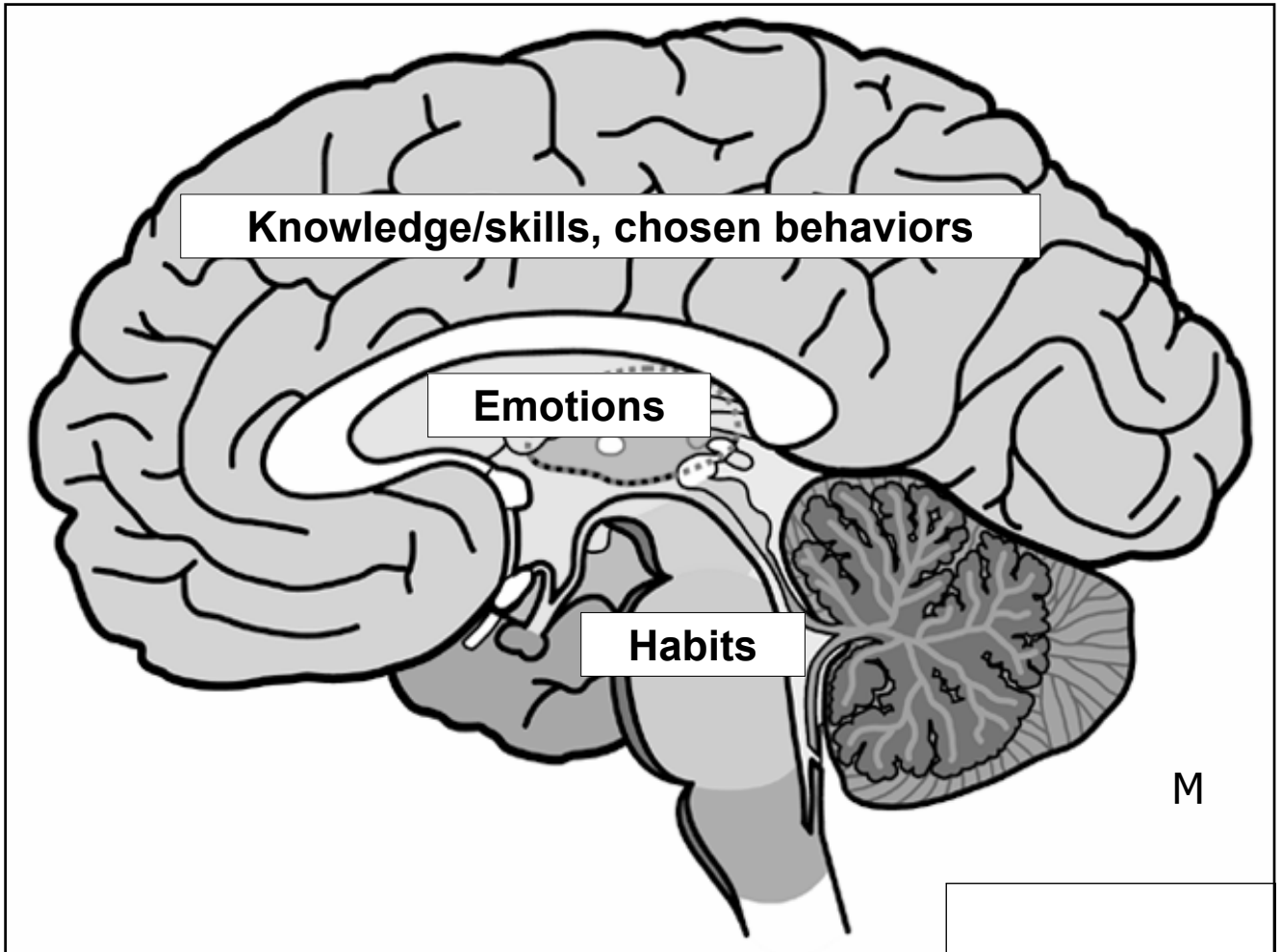
A

## You could have mail

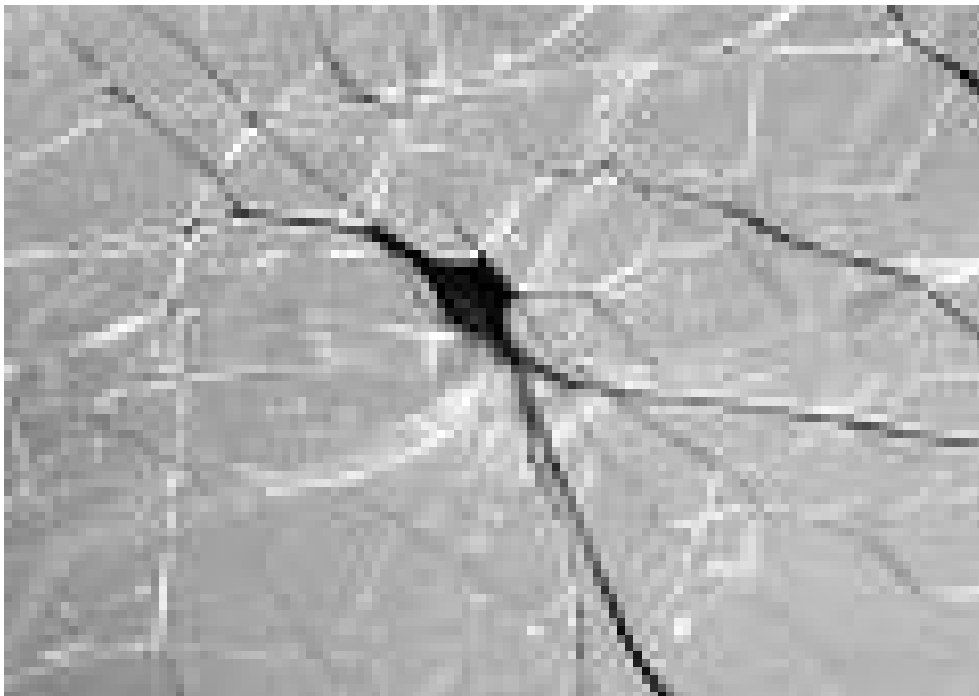


- Use envelope in folder
- *Print* name
- Address at work
- Mark confidential
- You will write coded reminder later today

A



## **your neuronal pathways**

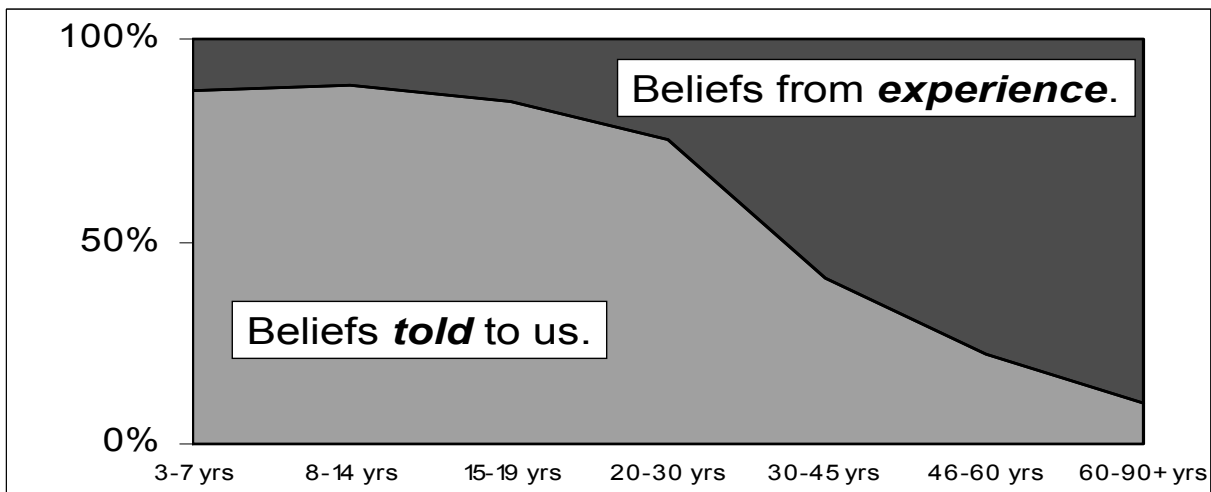


5

M

## Another Source of Generational Differences

Beliefs from people and books displaced by “experience”



A

# Attribution Errors

- We inaccurately estimate the impact of emotions and experience on our behaviors
  - Countermeasure = Increase your awareness of the different experiences that are related to the behaviors
- We inaccurately identify the cause of our own and others' behaviors
  - Countermeasure = Purposefully try to find evidence that is opposite to your assumptions

A

## **BEWARE of Confirmation Bias**

Task: Determine the rule that governs the order of this list of numbers.

**2, 4, 6, 8, 10, ??**

Test your theory by guessing the numbers that come next.

A

## **Attribution Errors**

Countermeasures require bonus brain processing

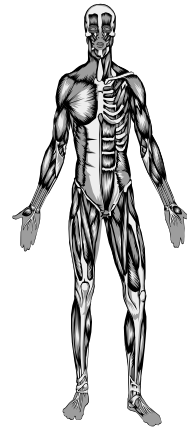
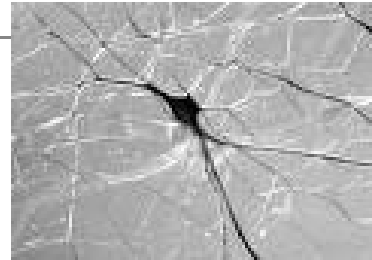
- Give your brain a second!
- Install new words, methods, alerts in your brain to compete with patterns put in over the generations

A

# Installing New Patterns into Your Brain – First, Catch Yourself

## My Internal Alarms

- eyes
- jaw
- voice
- heart rate
- other?



(round-robin exercise)

10

A

# **Installing New Patterns into Your Brain – 2<sup>nd</sup> be A.L.U.R.T.**

- ASK
- LISTEN
- UNDERSTAND
- REFLECT
- TRY

A

# Your personal generational action plan

**3 x 5 card self-coach  
on new generational practices**

**Reminder note to self**

Ask for  
generational  
coaching



A



Adults • Adolescents • Children

## GATEWAY RECOVERY

Madison 608-278-8200  
Stoughton 608-877-1855

State certified alcohol, drug, and mental health clinic

## ■ Face-to-face Communication Can Be Critical Among Generations

- Generational differences in comfort with telephonic and electronic communications
- Thousands of messages sent and received in addition to the actual words used.
- Misinterpretation may be too costly to risk.

A