

# GENERATIONAL DIFFERENCES: Leading Across Generations

An effective generational leader **understands** the **key differences** in the **generations** they are leading.

## Why it Matters

In today's clubs and hospitality organizations, success depends on leading and serving across multiple generations. Each generation brings unique strengths, communication styles, and expectations. Our role as leaders is to bridge those differences and turn them into opportunities for collaboration and growth.

Generational leadership is about creating inclusive, respectful environments where employees and members alike thrive. By flexing our leadership skills and embracing differences, we deliver exceptional experiences and position our organizations for long-term success.

## Matures: 1925-1945

### *Key Qualities*

- Respect hierarchy & authority
- Use indirect communication to avoid upsetting the order

### *Wants in the Workplace*

- Recognition for qualifications and experience

### *Comfort with Tech*

- Least tech savvy

## Baby Boomers: 1946-1964

### *Key Qualities*

- Hardworking
- Task focused
- Achievement oriented
- Less likely to seek regular feedback
- Recognize and accept hierarchal approaches

### *Wants in the Workplace*

- Teamwork
- Face to Face contact

### *Comfort with Tech*

- Familiar but wary

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## Generation X: 1965-1980

### *Key Qualities*

- Impatient
- Goal oriented
- Hungry for knowledge

### *Wants in the Workplace*

- Structured development and regular feedback
- On the job learning

### *Comfort with Tech*

- Reasonably tech savvy

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## Generation Z: 2000-2012

### *Key Qualities*

- Cautious and private
- Pragmatic

### *Wants in the Workplace*

- Flexibility and work life balance
- Company culture
- Empathetic leadership

### *Comfort with Tech*

- Highly networked and tech aware; digital natives

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## Generation Y (Millennials): 1981-1999

### *Key Qualities*

- Expect fluid communication and regular feedback
- Value development and expect opportunities quickly
- More likely to challenge authority

### *Wants in the Workplace*

- Collaborative work
- Flexibility to act
- Learning while coaching

### *Comfort with Tech*

- Fully embedded

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