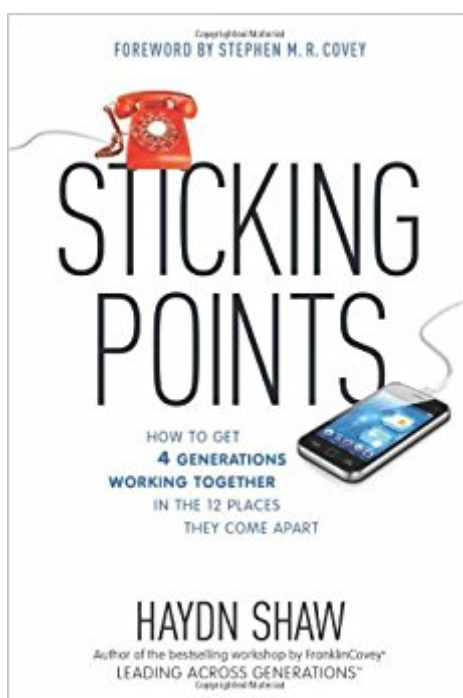


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# Sticking Points: How To Get 4 Generations Working Together In The 12 Places They Come Apart



## Synopsis

This is the first time in American history that we have had four different generations working side-by-side in the workplace: the Traditionalists (born before 1945), the Baby Boomers (born 1945-1964), Gen X (born 1965-1980), and the Millennials (born 1981-2001). Haydn Shaw, popular business speaker and generational expert, has identified 12 places where the 4 generations typically come apart in the workplace (and in life as well). These sticking points revolve around differing attitudes toward managing one's own time, texting, social media, organizational structure, and of course, clothing preferences. If we don't learn to work together and stick together around these 12 sticking points, then we'll be wasting a lot of time fighting each other instead of enjoying a friendly and productive team. Sticking Points is a must-read book that will help you understand the generational differences you encounter while teaching how we can learn to speak one another's language and get better results together.

## Book Information

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## Customer Reviews

Haydn not only turns automatic contention between the generations into understanding, but reveals the opportunities. A must-read! (Ron McMillan, coauthor of four New York Times Bestsellers, including Crucial Conversations) Sticking Points provides a practical way to turn generational tensions into team results so we don't miss the many benefits this new generation can bring. Your whole team will want to read and talk about this book. (Don Tapscott, author of 15 widely read books, including Macrowikinomics: New Solutions for a connected planet) The secret to future

success lies in GQ: generational intelligence. Read this book! (Tim Sanders, CEO of Net Minds and author of Today We Are Rich and Love is the killer app)

When I'm speaking and consulting on generations, people frequently ask me to recommend a book to help them handle generational differences in their workplaces--a single resource that covers all four generations and is up-to-date, readable, and practical. When I told them I didn't know of any one book like that, they told me I'd better start writing. In this book, I wanted to provide a practical resource for those people who approach me--a guide to all four generations, following a methodology that has helped thousands of people deal with the twelve issues most likely to pull teams apart. When we understand why another generation thinks the way they do, we are much more likely to appreciate their differences and speak their language. We are much more likely to stick together. To make it practical, I've included . . . comparisons of how generations think. a five-step plan for leading rather than managing generational differences. ways to apply this five-step plan to each of the twelve generational sticking points. answers to the most common questions I get asked about generational differences. Generational tensions are inevitable, but they don't have to leave you stuck. This book will help you to get the four generations working together in the twelve places they tend to come apart. Haydn Shaw has researched the generations and helped clients regarding generational differences for over twenty years. He is the author of FranklinCovey's bestselling workshops Leading Across Generations and Working Across Generations. Haydn has worked with more than 1,500 businesses (from Fortune 500 companies to start-ups), not-for-profit organizations, and governmental agencies, speaking and consulting on leadership, management, change, and generations. Haydn lives in a Chicago suburb in a multigenerational household.

This book did a good job of presenting the different generations and explaining how the times in which they grew up and lived influence their attitudes. He gives good strategies to help the various generations understand each other better, and communicate to solve problems. The whole book is about working with other generations in a business environment. I read it to understand different generations in a ministry environment. I did find some helpful things, though the book was not specifically written to address ministry relationships. Many issues come together when you work together in ministry: personality, culture, background, and generations. This book helped me understand the generation aspect.

Sticking Points brings humor, clarity and understanding concerning the four generations present in

the workplace for the first time. Each generation has their own way of dressing, working, and relating to the other three. They are not wrong, learning to know them and how to work with them brings a new insight and challenge rather than the old way of acceptance or not.

Excellent book! I needed this book for a class and it opened my eyes to many different "sticking points" my organization is/was facing. Through the discoveries in this book, I have learned to navigate through the dividing barriers and address some difficult issues with a bit more clarity.

Excellent book! I have read most of the books within the past several years on generations. Haydn Shaw did an excellent presenting the research, including why generations think and act like they do. As an educator, it is important to understand the why in order to help individuals understand how to work together. This book is an easy read. I highly recommend the book anyone who works with other people - it helps you understand the differences among people and gives lots of suggestions for how to bridge the generations.

This book gives an excellent over-view of four generations and how they function, what they expect, and what they have to contribute. It gives credit to all four generations, does not consider one "right" and another "wrong" but gives a well organized analysis that enables one to feel confident when working with people of a different generation than his own. It applies not only to the business world but to people in any role. It applies to working with people, whether in the business world, the school system, or the church. I'm giving it to friends of several generations.

A client gave me this book as preparation for a multigeneration family meeting. In reading and preparing to use Shaw's work, I've found three applications in my family, a board on which I serve, and another client project. Sticking Points is a can't-miss tool that will become a resource I continue to learn and apply. "They don't get it" has been removed from my vocabulary. This tool shows so many other workable options to live and work harmoniously together.

We organized a multi-generational reading group in our office to discuss this book. It is a very quick and enjoyable read. In our discussions, we have been able to define our Sticking Points and discuss implementing changes in our work environment. Haydn offers some great advice with a touch of humor and the realization that when you understand the generational differences, you can be highly successful in the workplace. I highly recommend this book!

Very worthwhile to include use as a reference re popularity of movies, etc.

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