



## Unlocking Smarter Intergenerational Conversations.

This discussion guide helps teams explore the four Gentelligence practices to create a more collaborative and understanding workplace. Consider using these questions with your team to spark conversation and engagement.

### RESIST ASSUMPTIONS

- Think about a time when someone made an assumption about you based on your age. How did it affect your work performance or motivation?
- What are some common stereotypes you've heard about different generations in the restaurant industry? (Example: "Young people don't want to work" or "Older workers can't adapt to new technology")
- When have you felt that we were speaking a different language across generations in our workplace? For example, are there terms or concepts that one generation might define or look at differently than another?
- What do you find most challenging and most rewarding about working with people in other generations?

### ADJUST THE LENS

- How has the restaurant industry changed since you first started working? What has improved and what new challenges have emerged?
- What different perspectives do team members of various ages bring to handling customer service situations?
- How might our different generational experiences help us better serve our diverse customer base?

### STRENGTHEN TRUST

- How do different generations on our team prefer to communicate? (In-person, text, email, etc.)
- What scheduling or work-life balance needs exist across different age groups in our team?
- How can we adapt our training and development approaches to serve all generations better?

### EXPAND THE PIE

- What skills or knowledge would you be willing to teach others on the team?

- What would you like to learn from your colleagues of different generations?
- How can we create more opportunities for knowledge sharing in our work?

**Remember:** The goal is not to eliminate generational differences but to leverage them as a source of strength for our team and organization.

## Action Planning

After the discussion, work together to:

- Identify 2-3 specific actions your team will take to improve cross-generational collaboration. Be open to ideas from all ages and experience levels!
- Create mutual mentoring pairs that cross generational lines
- Set up regular check-ins to assess progress and adjust approaches

## Tips for Facilitating the Discussion

- Create a safe space where all team members feel comfortable sharing their experiences
- Encourage specific examples rather than broad generalizations
- Focus on solutions and future improvements rather than past conflicts
- Ensure all generations present have equal opportunity to contribute
- Document key insights and commitments for follow-up

## Follow-up Questions for Monthly Check-ins

- What positive changes have you noticed in cross-generational interactions?
- What challenges still need to be addressed?
- What new ideas have emerged for better collaboration?
- How has improved generational intelligence impacted our team engagement?

**Want more Gentelligence?**

Visit us at [www.gentelligence.org](http://www.gentelligence.org).

Sign up for our Gentelligence Academy training platform at [www.gentelligenceacademy.com](http://www.gentelligenceacademy.com)

Looking for the full list of Power Questions and more resources? Sign up for them [here](#).

**COPYRIGHT 2025 THE GERHARDT GROUP. ALL RIGHTS RESERVED.**