



Streamline Your Management Approach:

A Three-Step Strategy To Keeping Talent and Improving the Bottom Line

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Disclosure Statement

There are no relevant financial relationships with ACPE defined commercial interests for anyone who was in control of the content of the activity.

Pharmacist and Technician Learning Objectives

1. Discuss the challenges of managing multi-generational teams.
2. Compare and contrast key differences and similarities between four generational cohorts.
3. Identify three strategic management approaches to achieve high performance.
4. Create a step-by-step plan to address each of the three strategic management approaches.

Speakers



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Multi-Generational Teams = Management Opportunity!



Multi-generational teams are a leadership opportunity—not just a challenge. When managed well, they bring balance, resilience, and creativity. The key is to lead with curiosity, flexibility, and emotional intelligence.

Multi-Generational Team Challenges

- Communication Styles
- Values and Expectations
- Technology
- Authority, Hierarchy, and Feedback
- Recognition and Motivation
- Stereotypes and Ageism on Both Sides



Generational Cohorts by Age

- **Baby Boomers**
Ages 60-78
- **Gen X'ers**
Ages 44-59
- **Millennials**
Ages 28-43
- **Gen Z'ers**
Ages 11-27



Generational Cohort Key Differences

Millennials/Gen Z'ers:

- Technology Integration
- Flexibility and Autonomy
- Feedback and Development
- Purposed and Impact

Baby Boomers/Gen X'ers:

- Structured Processes
- Face-to-face Interaction
- Stability and Experience
- Recognition and Respect

Generational Cohort Key Similarities:

1. Clear Objectives
2. Support
3. Acknowledgement

Let's use these similarities as three easy strategies...



Strategy #1: Clear Objectives



- Mission, Vision, Values
- Organizational Infrastructure
- Know Your Numbers and Share Them

“Clear is Kind.” –*Brene Brown*

Mission...it's Now!

- Mission provides your identity – “Who we are”
- It's your “why”
- It's your “North” star and is unshakable – it is true today and will be true 5, 15, 50 years from now
- It's why you invest your time, effort, and energy to show up every day



Vision...it's Next!



"People are drawn to you not because of your business plan, but because your vision gives them hope."

- Clearly defines where you are going
- May shift and pivot based on market trends
- It's a bullseye or aim that has a defined deadline

Values...*behaviors* that define Team Culture



Image, Versoria Development, 2023

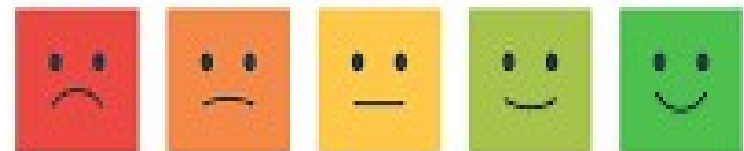
Organizational Infrastructure



- Reporting
- Roles
- Responsibilities

Know Your Numbers...And SHARE Them!

- Wildly Important Goals = One - Two Major Initiatives
- Critical Drivers = without these your pharmacy would fail
- KPI's = Your Vital Signs



**What is just ONE
action you can
take right now?**



Strategy #2: Support

- Training
- Continuous Team Communication
- Coaching for Performance



Training



- On-Boarding New Hires
- Performance Standards
- Know your team members' learning styles: Auditory, Kinesthetic, Visual
- OJT/Mentoring/Shadowing
- Look for growth opportunities
- Observation and Coaching

Continuous Team Communication

- Daily/Weekly Team Huddles - What's working? What's not?
- Use digital channels when appropriate
- Documented Standard Operating Procedures
- Keep a compelling scoreboard



Coaching for Performance

- Weekly Check-Ins toward near term work
- Look for coaching moments



**What is just ONE
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Strategy #3: Acknowledgment



Positive Acknowledgement is:

- 30x More Powerful than Negative Feedback
- 1200x More Powerful than Ignoring People

Appreciation Drives Performance!



- Verbal and Written Recognition
- Peer-to-Peer Recognition Programs
- Happiness Hacks – Natural Performance Enhancing Chemical Cocktails
- Understand how your team likes to receive recognition
- Emotional Intelligence is Key

“What gets praised gets repeated.” –*Chris Cornelison*

Performance Hormone Hacks

DOPAMINE REWARD

- ✓ Check a box on your "to do" list
- ✓ Engage in a self-care activity
- ✓ Enjoy a delicious meal
- ✓ Listen to music
- ✓ Praise or celebrate someone

OXYTOCIN LOVE

- ✓ Play with your pets
- ✓ Get a massage
- ✓ Hold hands
- ✓ Hug someone
- ✓ Cuddle

SEROTONIN MOOD BOOSTER

- ✓ Be mindful
- ✓ Soak up the sun
- ✓ Enjoy nature
- ✓ Take a walk
- ✓ Hit the gym

ENDORPHIN PAIN RELIEVER

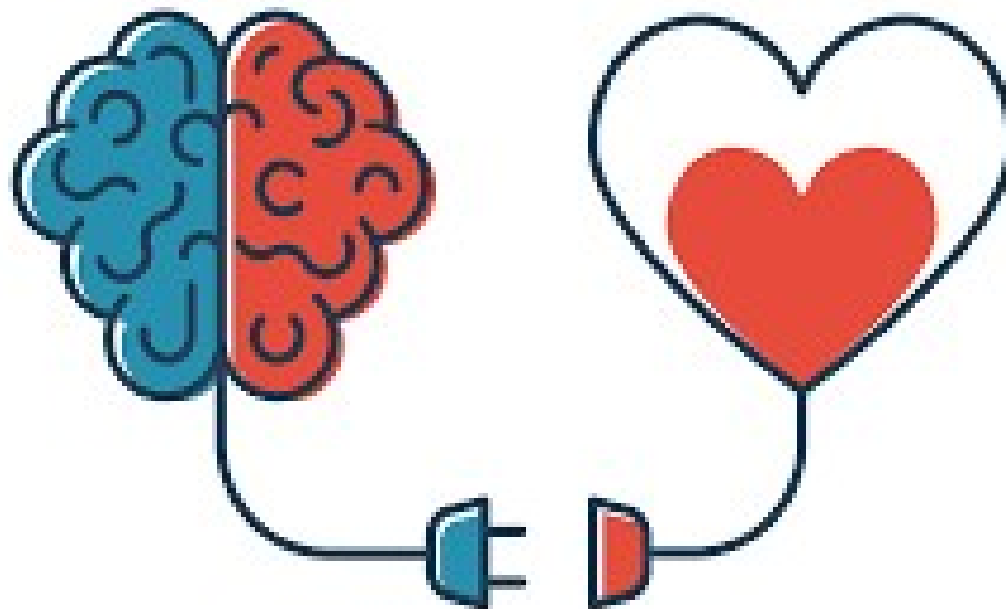
- ✓ Laugh out loud
- ✓ Eat dark chocolate
- ✓ Move your body
- ✓ Do something fun
- ✓ Breathe

Emotional Intelligence

	Self	Social
Recognition	Self Awareness <u>Self-Confidence</u> Emotional Self Awareness Accurate Self Assessment	Social Awareness <u>Empathy</u> Organisational Awareness Understanding the environment
Regulation	Self Management <u>Self-Control</u> Trustworthiness Conscientiousness Adaptability Drive and motivation Initiative	Social Skills <u>Influence</u> Inspirational Leadership Developing others Influence Building bonds Team Work and Collaboration

“The ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.”

What's *Your* EQ?



**What is just ONE
action you can
take right now?**



Summary

- Recognize the challenges of managing multi-generational teams
- Rather than focus on the differences between your team members, you can streamline your management approach by focusing on the key similarities and develop a three-pronged strategic approach that includes...
 1. Clear Objectives
 2. Support
 3. Acknowledgement
- Now it's time to step into action!

What are the three
actions you can take
right now?

1.

2.

3.





Questions?

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