



The Multi-Generational Business

how does an 18 year old tell a 45 year old what to do?

In a multigenerational workplace, connecting, engaging and leading a team that is united, who show up for work and are open to others' ideas creates a link with the customers of today who span 5 generations.

Knowledge of their drivers is, more than ever before, a critical factor for success in performance, retention and customer satisfaction today.

Focussing on the key generational qualities, Michelle shares her tips and strategies on how to optimise the potential of your team, through intentional leadership. Equipping your team to deliver the Customer Service experience that will differentiate your business as a workplace and business of choice.