



supporting
social
employers

EVH Annual Conference Generation Game

Gordon Robb

Director

VR Growth

Communication

Communication

**Bridging Generational
Communication Gaps**

What I want to do in 45 mins

**I'm going to change
everything!**

What I want to do in 45 mins

Open the door for 'you' to work on changing everything

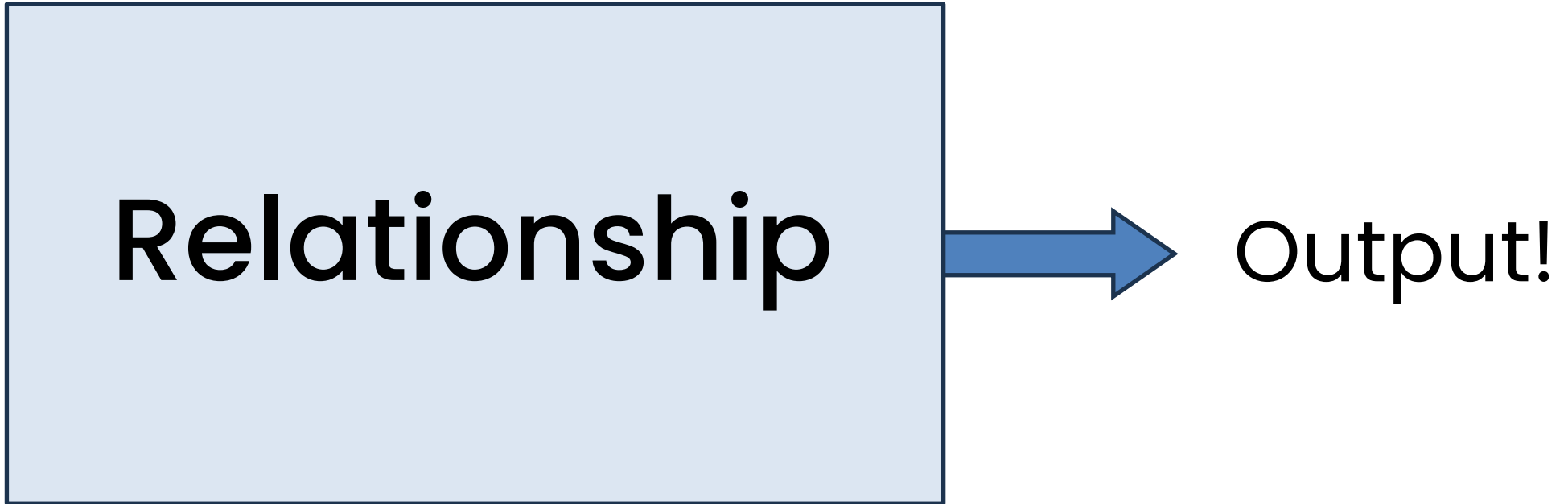
- Realising the complexity of what's going on
- Understanding what can cause problems
- Helping you know when to challenge your thinking

Who am I?

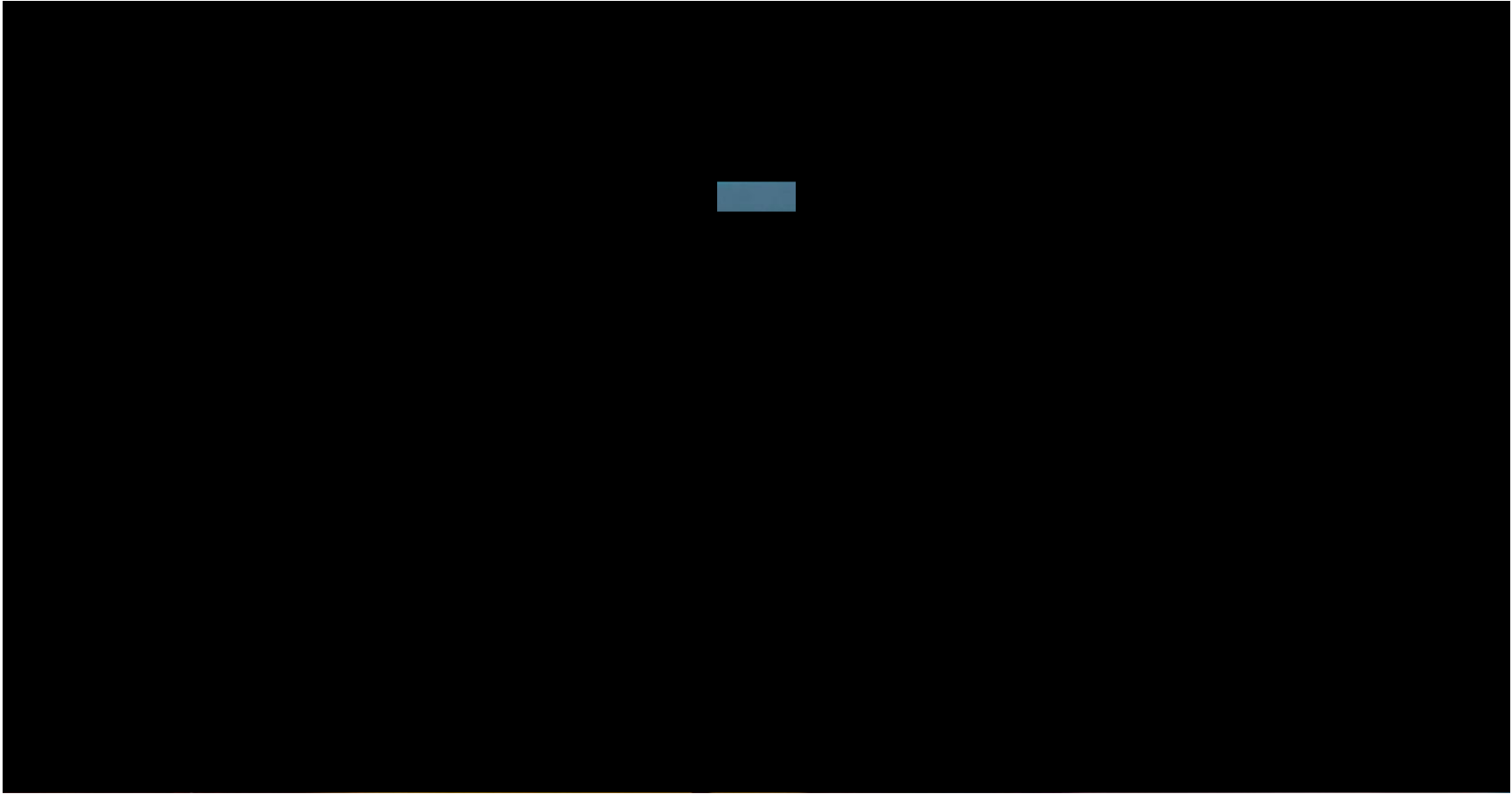
- Gordon Robb
- Over 30 years experience in the field of personal effectiveness
- 18 countries
- Learning in areas such
 - Communication
 - Leadership
 - Facilitation
 - Team Building
 - Psychology
 - Neuro Linguistic Programming
 - Executive and Personal Coaching

Write down everything that can
be an issue between people of
different generations in the workplace
(that could have an impact on
communication)

What do we want?









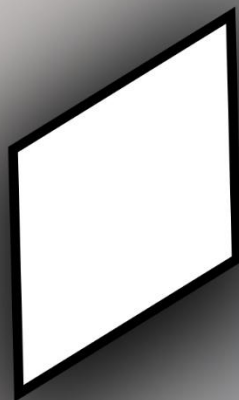
What does this mean?

- Our brain can make us see things that are not there
- Our brain can stop us seeing things that are there

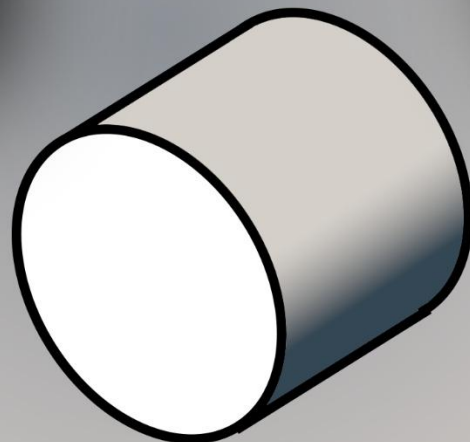
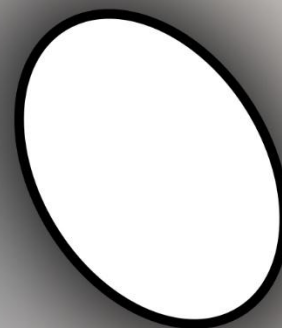
or

- Our brain creates the reality we see.
- Often, it's the same as actual reality, but sometimes, it's not.

True



True



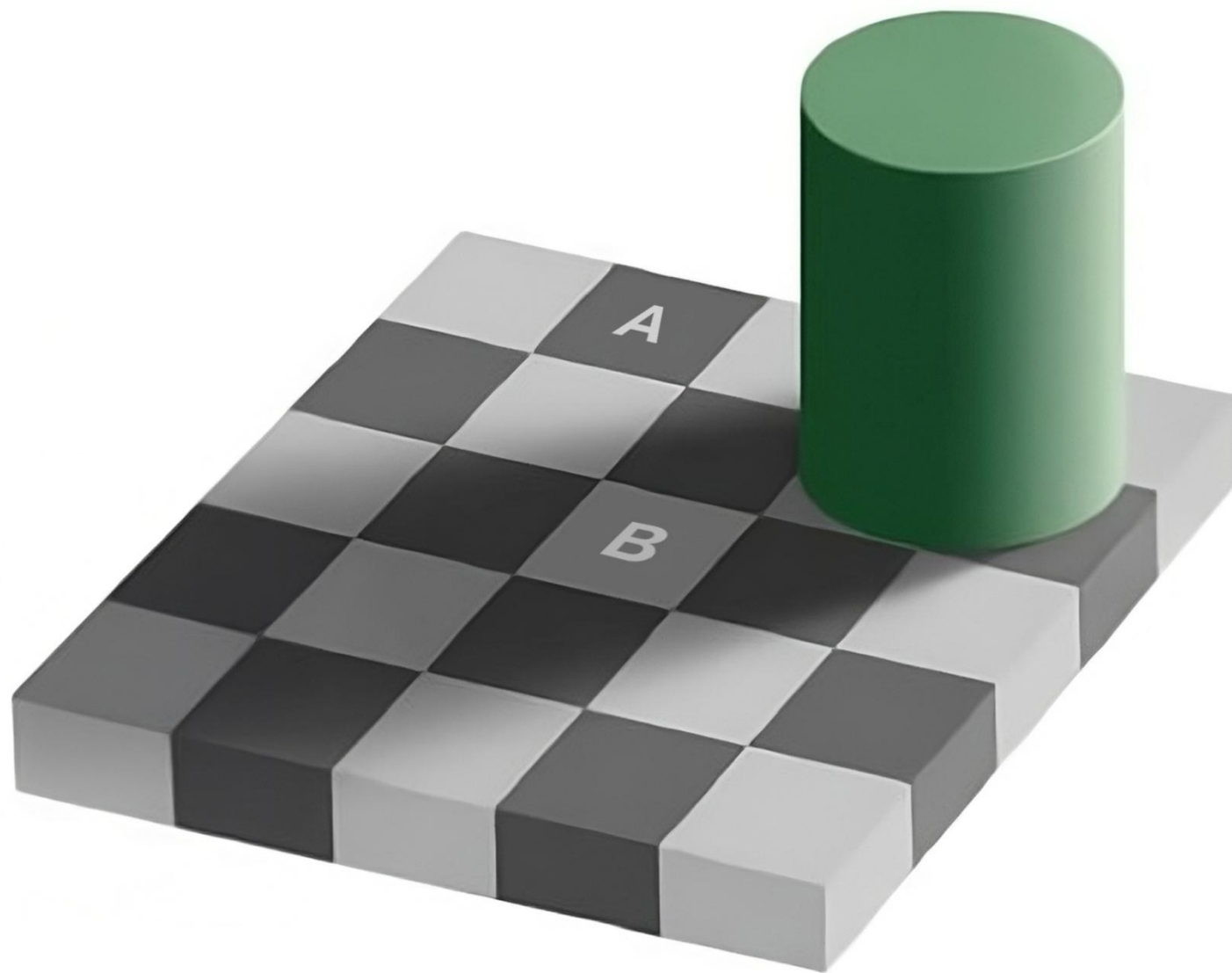
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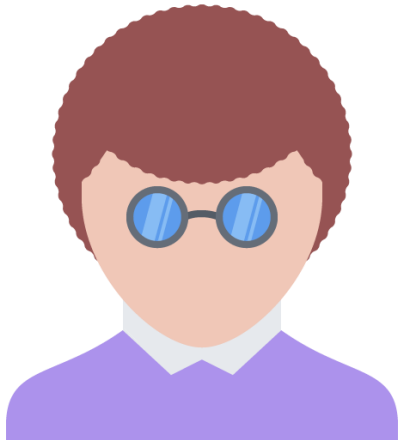


Truth

B





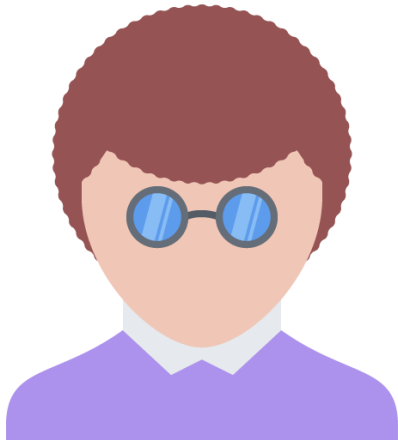


Message

Said



Said



Message

Recollection

Said



Interpretation

Communication Process

Sender

Receiver



Ears

Vocab

Opinions



Person
Content
Context



Opinions

Beliefs

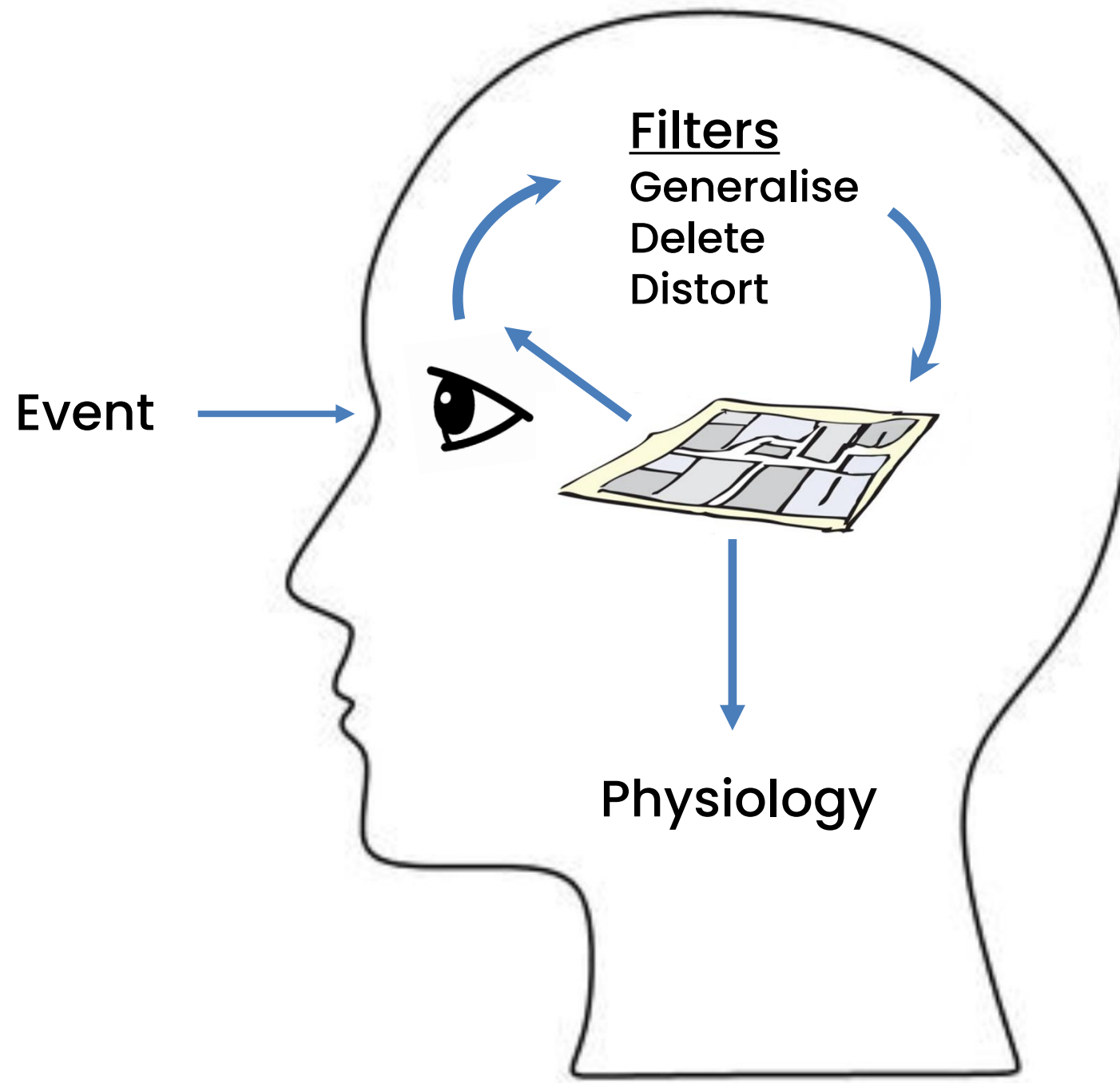
Beliefs

Values

Values

Thought

Meaning



What annoys us?

The things people think, say or do?

- Think – we rarely know what people think
- Say – we distort what we hear people say
- Do – we distort what we see people do

It's the reason people think, do are say things, that annoys us!

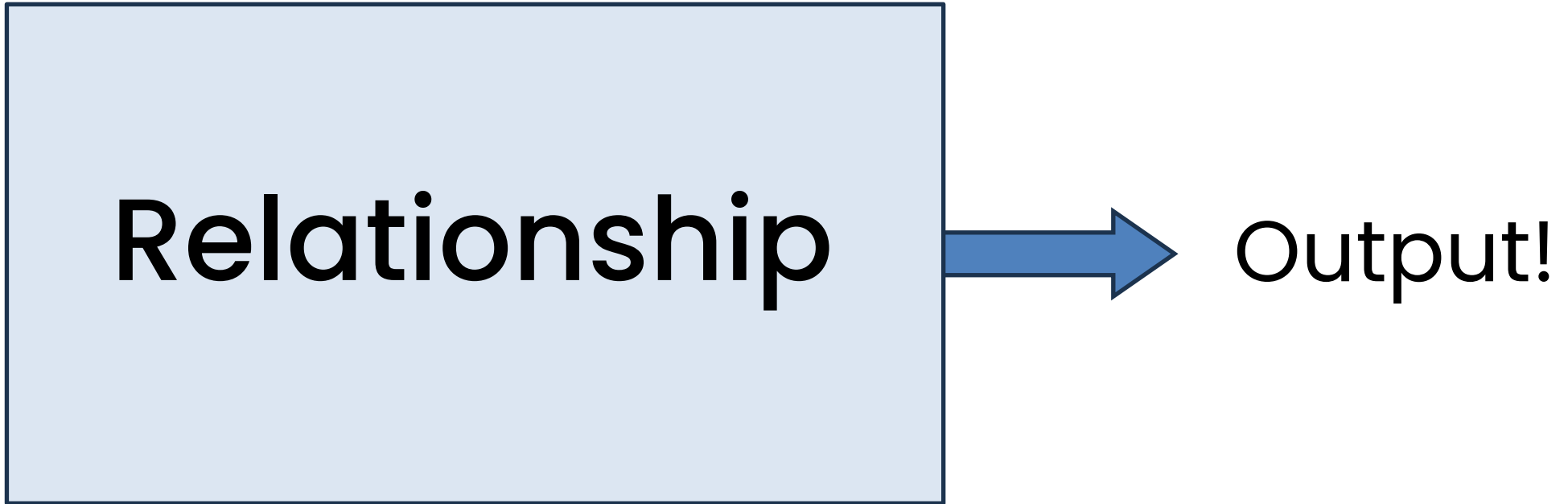
We make this up!

What do we do?

- Work on identifying people you have a problem with
- Work on understanding what you think of those people
- Work on changing what you think of those people
- Work on understanding why people say, do or think things

Work on Building Relationships!

What do we want?



Questions!