

By

Joan Garbo

“When I was your age...” is a centuries old statement that evinces the generation gap. Things were always tougher but better “back in the day.” The present generation usually mocks the older generation with jokes about “I had to walk 5 miles in the snow without shoes...” and so on.

If this is the extent of the conversations, both the older and newer generations miss the opportunities available to them when neither stops to listen and absorb the truths each has to offer the other.

No matter which side of the gap you look out onto, there are lessons to learn *and* teach, and ultimately contribute to the happiness and growth of all. And as time goes on, everyone at some point finds themselves on the other side of the gap. Embracing effective communication skills will allow you to maneuver through the gap with ease and continue to contribute and grow regardless of how wide the span appears.

Without the gap, there would be \_\_\_\_\_

As technology had advanced, the generation gap \_\_\_\_\_

The role of a parent is to first give their children \_\_\_\_\_,

The second is to give them \_\_\_\_\_.

\_\_\_\_\_ is the key to bridging the gap

Learning to become bi-lingual:

Talking “at” or yelling has never worked!

What are your beliefs about the “other” generation?

DIFFERENT does NOT = WRONG!

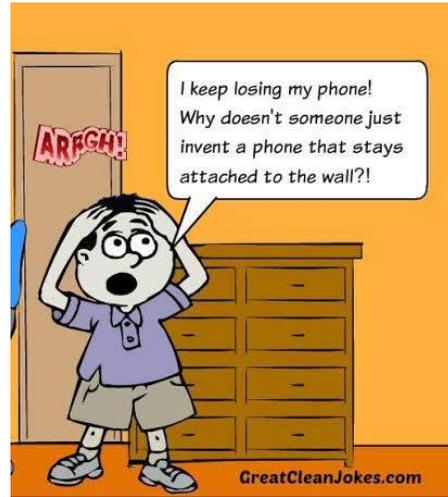
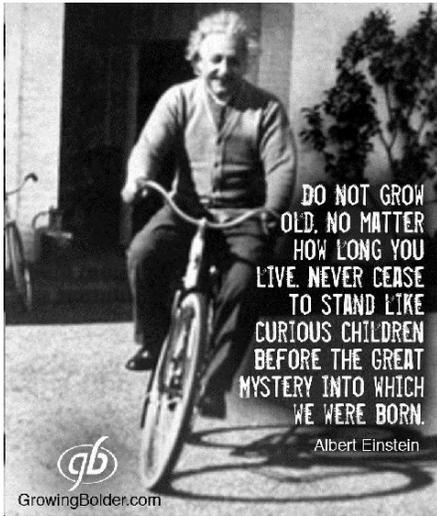
First rule of communication:

If you want to be heard, \_\_\_\_\_

Communication requires \_\_\_\_\_, which requires \_\_\_\_\_

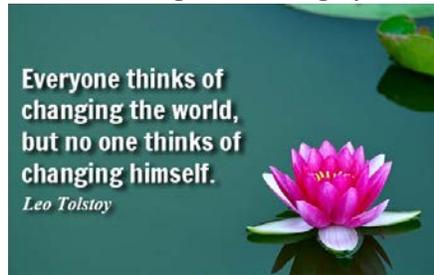
If you are “the younger generation” what can you learn from the older generation?

If you are “the older generation” what can you learn from the younger generation?



Stay open to others' points of view:

When you change the way you look at things, the things you look at change!



The most important and valuable lesson to impart is not \_\_\_\_\_ but \_\_\_\_\_

The three critical core values are:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What to do to ease transitions:

As a New Employee:

- Become proficient in the way things before suggesting changes
- Seek to develop yourself as a team player
- Refrain from posting on Facebook, Twitter, etc your critiques and problems with your team or doctor
- Increase your value to the team by being the "expert" on dealing with younger generations

### As the Employer

- Keep emphasis on communicating values of the practice and how they impact actions
- Use praise and acknowledgement often in the training process
- Use visuals and technology often
- Clearly state what is expected and how to achieve it
- “Gamify” training
- Keep information short and relevant to the purpose and values of the practice

Remember: PRAISE AND ACKNOWLEDGEMENT GOES BOTH WAYS!



### **Meet Your Speaker: Joan Garbo**

Joan Garbo has been a speaker, consultant and coach in the dental community for the past 29 years. Her expertise in effective communication and relationship skills stems from her graduate work in Speech Pathology and Audiology. During her 10-year career as a certified audiologist in New York hospitals, Joan became a student of normal communication technologies, and in 1978 she changed careers to become a speaker and trainer for an international training and development company. During this time, she was the manager of the Dallas office and was rated in the top 10 centers in the country, attesting to her skills in leadership and management.

In 1987 Joan joined Paradigm Practice Management which offered practice management seminars to orthodontic practices. In 1991 Joan became a solo-preneur offering consulting services, executive coaching, and presentations to organizations, the American Association of Orthodontists and its constituent groups, as well as study groups, and orthodontic companies, and Appreciation Seminars for orthodontists as a way to thank their referring doctors for their support. Her “edutainment” presentations, both domestically and internationally, are widely acclaimed for being inspiring, motivating and packed with great information that supports practice and personal growth. As one doctor said, “Joan says what every doctor wants their team to hear and what every team wants their doctor to hear!”

Joan’s focus is on how the doctor and team communicate and relate to each other and the impact that has on the patient’s experience of service. A practice in harmony is more attractive for all—those who work there and those who are treated there. Joan’s commitment is to transform the experience of work from “I gotta go to work” to “I get to go to work!”