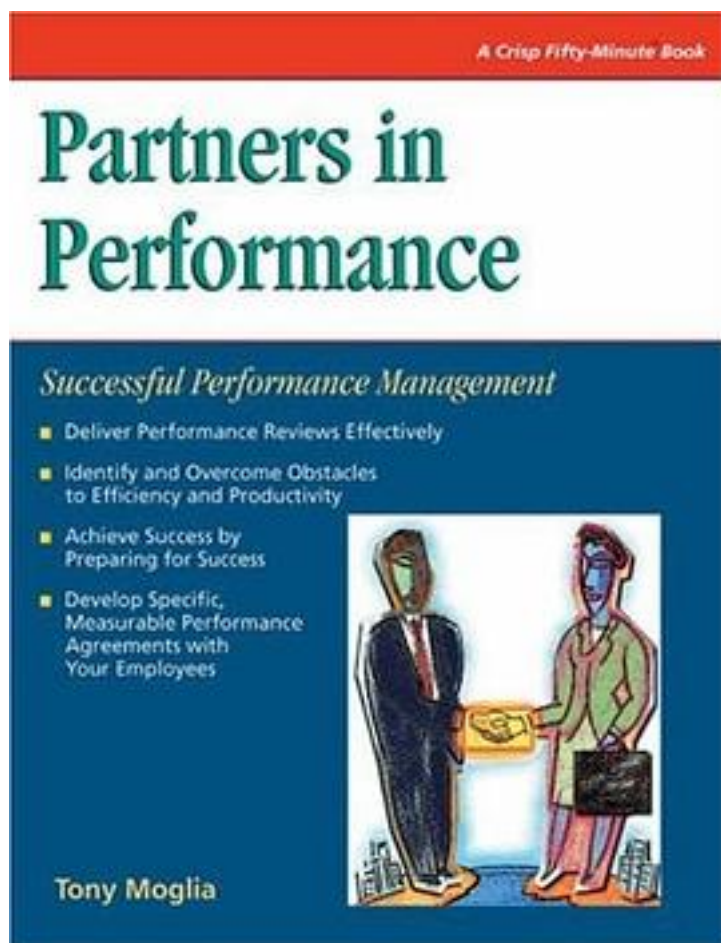


Crisp



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Beyond Generation X was one of the first books to look at generational conflicts in the workplace. It laid out very clearly the ideas of a new group of workers and the issues

that would bring them into conflict with older managers. Now Claire Raines and co-author Jim Hunt look at the specific conflicts between the two generations with the most familiar labels -- Baby Boomers and Generation X'ers -- who together make up the majority of today's workforce. The conflict is, in some ways, stronger between these two generations because they have such different outlooks on work and personal life. While seeing them as warring tribes (with allegiances and reference points that just don't match) the authors lead the reader through a communication process that can bridge the growing chasm. Looking at 12 key issues called "Delineators" the book examines the different views of each of these two groups, and the contempt for each other's views that often exists. Using fill-ins, vignettes, checklists, and some very creative table-turning, the book shows that there are ways to resolve these conflicts and create a new set of shared concerns and values.

作者介绍:

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