

Vol. 4, No. 31 - 4/07

Greetings from "Your Strategic Thinking Business Coach" in Lancaster, Pennsylvania. April has arrived and with it comes the Second Quarter for all those businesses and organizations that use the calendar year as their fiscal year. How did the performance of your company measure up to the established goals set for the first quarter? What were the most positive things that happened? What were the disappointments? What were the lessons learned? The end of a quarter is a good time to reflect upon and evaluate performance and levels of success toward reaching goals and objectives. I hope you are committed to evaluating your company's performance on a continual basis.



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In This Issue:
[Strategic Tips From Your Strategic Thinking Business Coach For Managing The Multi-Generational Work Force](#)

[Strategic Tips From Your Strategic Thinking Business Coach To Improve Personal Communications](#)

[Ten Tips For Strategically Scheduling Your Time, From Your Strategic Thinking Business Coach](#)

Work continues on updating our website and our Webmaster has assured me that the updated site will be ready prior to you receiving the next newsletter. We also will be adding something to our newsletter in the May, 2007 issue. That addition will be called "Your Strategic Thinking Coach's Challenge to Commit." Each month I will issue a new challenge to our subscribers. And a little later this year, you will be seeing at least one other addition to the newsletter. So stay tuned for more information on that.

Please contact Glenn Ebersole via email at [email](#) so we can listen and hear what you have to say and also talk about your business or organization and its challenges and opportunities. We would appreciate the opportunity to assist you through our professional coaching, guiding, facilitating, and strategic thinking and planning.

We have some exceptional and insightful articles for you in this newsletter issue regarding: managing the multi-generational work force; tips to improve your personal communications; and tips for more strategic management of your time. For additional great information for you and your business, please visit our web site by clicking on the right.

And now on with this issue of our newsletter.

"Craig and I wanted to take this opportunity to thank you for the business coaching services you have provided Kaylor Architects, Inc. over the course of the last year. Working with our strategic planning team and our entire office staff, you have assisted my partner and me in making important changes to our operation. In addition your work has provided us with the necessary direction to help Kaylor Architects to become a recognized leader in delivering thoughtful, innovative and quality architectural design solutions."

*Joseph S. Connor AIA, President
Craig A. Dzurko, Vice President*

In the next Issue - Look For:

Strategic Business Tips On How To Achieve Civility In Today's Workplace, From Your Strategic Thinking Business Coach"

Glenn's Golden Grains To Grasp

Recommended Reading:

"Strategic Thinking: A Four Piece Puzzle"

By: Bill Birnhaum

ISBN: 1-932632-13-1

Available online at www.amazon.com

Strategic thinking is critical to any successful business or organization. As "Your Strategic Thinking Business Coach," I am constantly looking for new ideas, information, references, etc. for my clients and my strategic thinking consultancy that will help present and promote strategic thinking. This is very readable book on business strategy. The book includes very practical advice on process and procedures and real life examples and stories exemplifying the strategies Bill Birnhaum presents. The book is laid out in four sections, one for each of the major puzzle pieces - focus, process, people and markets. I highly recommend that you put this book on your "must read" list if you want some straightforward, common sense guidance to use to enhance strategic thinking skills for yourself and your management team.

Building An
Environment of
Ethical Behavior.
Ten Tips From
Your Strategic
Thinking Business
Coach

and more...

Words to the Wise for Work:

"After the cheers have died down and the stadium is empty, after the headlines have been written and after you are back in the quiet of your room and the championship ring has been placed on the dresser and all the pomp and fanfare has faded, the enduring things that are left are: the dedication to excellence, the dedication to victory, and the dedication to doing with our lives the very best we can to make the world a better place in which to live."

– Legendary NFL Coach Vince Lombardi
quote on Dedication

If you would like to have some of your thoughts, comments or web sites included in the next issue, let us know by [clicking here](#) and entering your items in the comments section.

Business Coaching

Strategic Tips From Your Strategic Thinking

Business Coach For Managing The Multi-Generational Work Force

By J. Glenn Ebersole, Jr., Founder & Chief Executive of J. G. Ebersole Associates and The Renaissance Group™

One of the most impactful current dynamics in today's workplace is the presence of four (4) generations of workers at the same time, which has increased the level of challenges to manage, retain and recruit a skilled work force. These four generations of American workers are:

The Veterans - people born prior to World War II

The Baby Boomers - people born between 1946 and 1964

The Generation Xers – people born between 1965 and 1980?

The Generation Ys or Boomerangs – children of Baby Boomers, born after 1980

Each of these groups has its own distinct characteristics, values, and work ethics, based on its generation's life experiences. This presents a

huge challenge to business today to successfully integrate these diverse generations to effectively work together. This requires very skilled change management that must look at significant changes in the management, retention and recruitment for a multigenerational work force. A brief look at these generations reveals the following basic characteristics:

The Veterans: they are very loyal, highly dedicated and the most risk averse. They possess a strong commitment to teamwork and collaboration and have a high regard for developing interpersonal communications skills. They are the most affluent elderly population in the history of the United States.

Baby Boomers: they are the first generation to actively declare that work has a higher priority than personal life. They generally distrust authority and large systems. A recent AARP survey of 2,001 people born in this era revealed that 63% plan to work at least part-time in retirement, while 5% said that they never plan to retire, some because they like working, others because they need the money to replace lost retirement savings.

Generation Xers: they are often considered the “slacker” generation. They place a lower priority on work, naturally question authority figures and are responsible for creating the work/life balance concept. However, they are willing to develop their skill sets and take on challenges to meet the changes from changing economic conditions.

The Generation Ys or Boomerangs: they are the first global-centric generation. They are among the most adaptive in navigating change while increasing their appreciation for diversity and inclusion. They are also the most educated generation of workers today.

So what can we do to address the challenges of this multigenerational phenomenon? Your strategic thinking business coach offers some strategic tips for managing a multigenerational work force.

Strategic Tip #1: Learn as much as you can about the distinct characteristics of each of the four generations of workers and how it has shaped their attitudes, habits, ethics, values, etc.

Strategic Tip #2: Commit to being a lifelong learner regarding the dynamics of multigenerational work forces.

Strategic Tip #3: Expand your communication strategies to respond to the differences and preferences of each generation.

Strategic Tip #4: Develop and implement a mentoring program to ensure that knowledge and skills are transferred before workers leave.

Strategic Tip #5: Commit to increasing your interpersonal skills to foster and enhance relationships with employees and with each other.

Strategic Tip #6: Be open-minded.

Strategic Tip #7: Commit to developing a flexible work environment that will value all your people and keep them productive regardless of their age.

Strategic Tip #8: Develop and conduct training sessions and general informational awareness sessions about the each generation and its history, characteristics, culture, language, values, etc.

Strategic Tip #9: Explore new approaches to compensation, benefits,

incentives to address the uniqueness of each generation's perspectives, attitudes and values about work.

Strategic Tip #10: Seek outside advice.

Your strategic thinking business coach encourages you to become well prepared to manage the multigenerational workplace because it is the real world today. If you would like to learn more about managing the multigenerational work force and how a strategic thinking business coach can facilitate and guide you in that endeavor, please contact Glenn Ebersole today through his website at www.businesscoach4u.com or email Glenn.

Business Help

Strategic Tips From Your Strategic Thinking Business Coach To Improve Personal Communications

By J. Glenn Ebersole, Jr., Founder & Chief Executive of J. G. Ebersole Associates and The Renaissance Group™

Personal conversations are one of the most common aspects of our human conversations. Personal conversations are an essential facet in almost every one of our relationships. And one might say that the quality of those relationships is dependent upon our abilities to verbally communicate.

Have you ever had any training to help you develop your personal conversational skills? Have you ever wished that you could be a better conversationalist? Do you realize that personal communication skills are one of the most powerful and strategic assets you can possess? People with effective communication skills have a real strategic advantage for business and social success. Your strategic thinking business coach has the following strategic tips to improve personal communications.

Strategic Tip #1: Always be prepared for your conversations by keeping up with current events and trends, as well as your personal hobbies and other interests.

Strategic Tip #2: Develop great listening skills and know when to speak and when to listen.

Strategic Tip #3: Make and maintain eye contact with the other person while speaking and listening.

Strategic Tip #4: Always speak clearly and in an appropriate volume.

Strategic Tip #5: Use language in your conversation that is familiar to your listener.

Strategic Tip #6: Show and express an interest in what the other person is saying.

Strategic Tip #7: Ask very open-ended questions to help promote continued communication.

Strategic Tip #8: Learn about body language and use that information to improve your own communication and to better understand the other person's communication.

Strategic Tip #9: Speak at a good pace and be sure to enunciate clearly.

Strategic Tip #10: Focus your attention on the other person, rather than on yourself.

Your strategic thinking business coach encourages you to enhance your personal communication skills. If you would like to learn more about becoming more effective in personal communications and how a strategic thinking business coach can facilitate and guide you in that endeavor, please contact Glenn Ebersole today through his website at www.businesscoach4u.com or email Glenn.

Business Building

Ten Tips For Strategically Scheduling Your Time, From Your Strategic Thinking Business Coach

By J. Glenn Ebersole, Jr., Founder & Chief Executive of J. G. Ebersole Associates and The Renaissance Group™

Did you truly schedule your time today in a strategic manner? Will you admit that a great amount of time is wasted in each of our days due to poor (or worse yet) no planning? Do you realize that poor scheduling can result in wasting up to 5 hours per week or 20 hours per month? Am I breaking through to you to gain your attention on making the best use of your time?

The efficient use of time gives you a real strategic advantage in your business and personal life. And the first step to make efficient use of your time is to have a plan for routine and repetitive tasks, such as checking your email, attending daily, weekly or monthly meetings, returning phone calls, etc. The routine and repetitive tasks and their time slots need to be placed on your calendar before all other items. Then after doing that, you look at determining the best use of the time that remains unfilled.

There are many ways to make more efficient use of your time. Your strategic thinking business coach offers the following ten (10) tips for you to be more strategic in scheduling your time.

Strategic Tip #1: Always have some reading material with you to read or review in case you must wait for an appointment or are delayed while traveling.

Strategic Tip #2: Develop a “call” list and carry it with you so you can make calls and return calls between appointments and meetings or if waiting for someone.

Strategic Tip #3: Group your outside appointments to cut travel time and avoid fragmented productive time in your office.

Strategic Tip #4: Block out specific times each day to provide “uninterrupted” time for planning, writing reports or other tasks needing your total concentration.

Strategic Tip #5: Use the last 15 to 30 minutes of each day to plan for the next day and establish your top 3 priorities for the next day.

Strategic Tip #6: When you are out of the office, consolidate your trips for necessary errands.

Strategic Tip #7: Block out specific times for making and returning phone calls each day.

Strategic Tip #8: Discipline yourself to schedule a block of time to read and respond to your email.

Strategic Tip #9: Allow some uncommitted time in your daily schedule for the unexpected events that will occur.

Strategic Tip #10: Select a daily, weekly or monthly planner or appropriate electronic device that best suits you for scheduling your time each day.

Your strategic thinking business coach encourages you to use strategic thinking in the development of your daily schedule and the best use of your time. If you would like to learn more about how to make the best use of your time and how a strategic thinking business coach can facilitate and guide you in that endeavor, please contact Glenn Ebersole today through his website at www.businesscoach4u.com or email Glenn.

*Until Next Time, keep striving to
reach your goals and vision!*
Glenn Ebersole
"Your Strategic Thinking Business Coach"

J. G. Ebersole Associates
1305 Wheatland Avenue
Lancaster, PA. 17603-4720

Phone: (717) 393-9350
Fax: (717) 393-1166
Email: glenn@jgebersoleassociates.com

The Renaissance Group™
1305 Wheatland Avenue
Lancaster, PA. 17603-4720

Phone: (717) 393-9350
Fax: (717) 393-1166
Email: glenn@renaissanceman4u.com

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