

“From dealing with complex communications and culture and workplace civility issues to understanding biases and developing intergenerational collaboration and productive relationships, this is the single-best guide for managing generational issues today—both within your firm and when dealing with your valued clients. Phyllis Weiss Haserot has provided a text filled with great self-assessment checklists, suggested action steps, multiple best-practice lists, and thought-provoking questions.”

—**Patrick J. McKenna**, coauthor, international business bestseller *First Among Equals*; identified by *The American Lawyer* as a “longtime consultant and coach to new firm leaders”

“Phyllis was talking about paying attention to generational differences before anyone knew it was important. This is not a theoretical book about generational differences and engagement—it’s a hands-on *how-to manual* for anyone involved in managing or collaborating in any aspect of a legal organization. It’s poetic in getting to the essence of what you have to do using few words. Buy this book, implement its strategies, and watch engagement and productivity turn upward. Do it today.”

—**Stewart Levine**, founder, ResolutionWorks; author, *The Best Lawyer You Can Be* and *Getting to Resolution*

“Studies have shown over and over again that collaboration through diverse teams or groups—whether gender, religion, ethnic background, or age—directly impacts increased profitability. For example, a retired neighbor with top government security clearance sold his intelligence company. He was called back into action to work and partner with a team of younger intelligence engineers. Together their technology prowess and his experience combined to identify and educate on significant global intelligence threats. Generational differences, when celebrated, always lead to stronger outcomes. Phyllis’s book should be required reading for all generations to facilitate higher profits and results.”

—**Silvia Coulter**, Principal, LawVision

“The best way to find the right solutions is to spend more time understanding the problems. Using primary and secondary research, Haserot delves deep into the problems that prevent law firm leaders from engaging and retaining multi-generational talent. She provides guidance on how to reframe our thinking, our work processes, and our communication in a way that motivates and resonates with the newest generations in our legal marketplace. A great read for anyone committed to changing perspectives and creating a culture that embraces age and generation diversity in the workplace.”

—**Michele DeStefano**, author, *Legal Upheaval*; founder, LawWithoutWalls; professor, University of Miami School of Law