

INCLUSIVE HUMAN RESOURCES MANAGEMENT PRACTICES FOR OLDER WORKERS

Example SEB Baltic



Inclusive Human Resources
Management Practices
for Older Workers

SUPPORT



Lifelong
Learning
Programme

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* COVER PICTURE CREDITS: JEFF SHELDON

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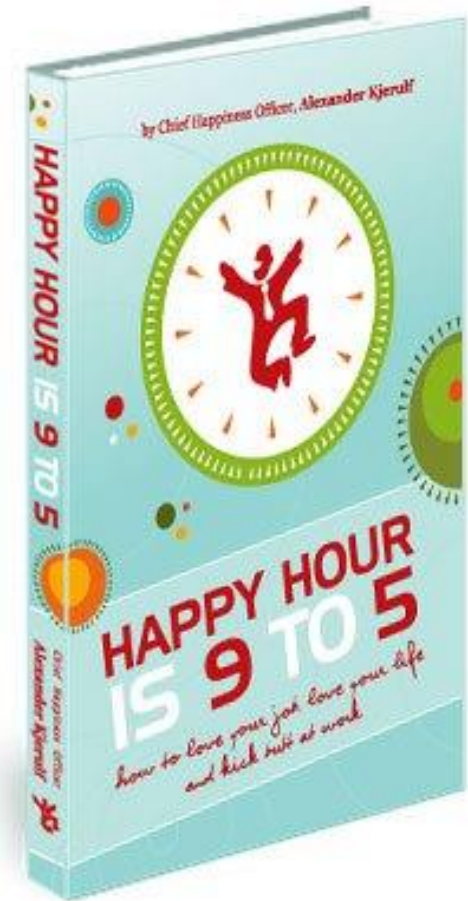
The client and case

- Via a coaching leadership programme, we got contracted by the SEB Riga (LV) office for supervision of some leadership teams
- Sessions on intergenerational and intercultural dialogue and learning
- Knowledge intense sector, where age should not hinder, but seen as an asset in a diverse organisation



The client and case

- To explore differences of knowing, attitudes, recourses, life phases, etc. a better way of dialogue needs to be in place, especially to deal with disqualifying stories around age and culture
- Intergenerational learning needs a language, it often doesn't come by itself
- Wellbeing of staff is important, but Core task is what should be foregrounded



There is logic



- Multivers
- People don't resist change, they resist being changed
- Invite them to change by connecting the their logic
- Not to disqualify

Our work with the teams

- Within the frame of the teams, we worked with the reflecting team/ witnessing, using the narrative approach.
- 1 Naming a story (around age)
- 2 Exploring the effects of that story
- 3 Evaluating the effects
- 4. Why?



Results

- Teams found ways of addressing when stories ‘hurt’ (ouch) and how to make use of differences.
- Intergenerational, older workers, etc. are terms that sometimes are useful, but sometimes also bothersome
- They are now trained to run their own (narrative) intergenerational supervision, after 7 sessions with us.



iHRM-Inclusive Human Resources Management Practices For Old Workers

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Thank you!

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