



Best Practices for a Multigenerational Workplace

Decoding the Generation Gap to Find Success


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Overview

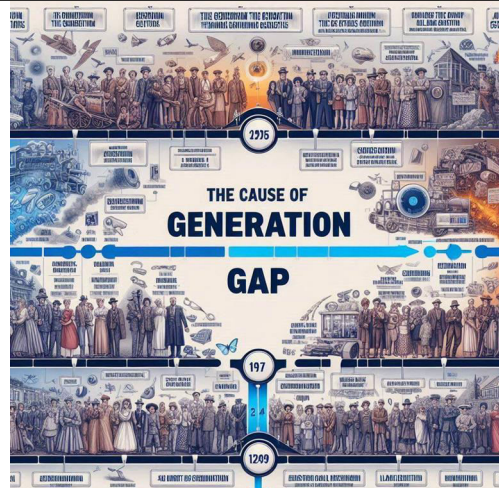
- What is the Generation Gap
- How it Manifests
- Causes
- Impact
- Best Practices
- Solutions



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What is a Generation Gap?

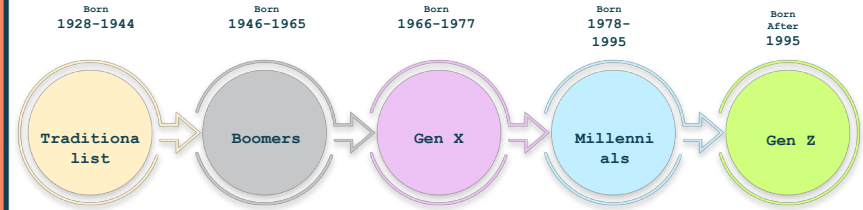


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Generational Experiences = Gap



Generational Experiences = Gap

	Traditionalist	Boomers	Gen X	Millennials	Gen Z
Formative Experiences	WWII Fixed Gender Roles Rock n Roll Nuclear Families	Cold War Post-war Boom "swinging sixties" Moon Landing Family Oriented	Fall of Berlin Wall Regan / Gorbachev Live Aid First PC Latchkey Kids	9/11 Play Station Social Media Gulf War II Reality TV	Recession Global Warming Mobile Devices Globalization Cloud Computing
Aspirations	Home Ownership	Job Security	Work-life Balance	Freedom & Flexibility	Security & Stability
Technology Attitude	Largely Disengaged	Early IT Adopters	Digital Immigrants	Digital Natives	Technoholics
Career Attitude	Jobs are for Life	Organizational – Careers defined by Employer	"Portfolio" careers – Loyal to profession more than career	Digital Entrepreneur – work "with" organizations, not "for" them	Career multitaskers – move seamlessly between organizations and "pop-up" businesses
Signature Product	Automobile	Television	Personal Computer	Smart Phone	Google Glass, 3-D printing, Driverless Cars
Communication Preference	Face-to-face	Face-Face preferred, phone or email if required	Text or Email	Text Messaging	Facetime

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Generation: Traditionalist

- **Formative Experiences**
WWII • Fixed Gender Roles
Rock n Roll • Nuclear Families
- **Aspirations**
Home Ownership
- **Technology Attitude**
Largely Disengaged
- **Career Attitude**
Jobs are for Life
- **Signature Product**
Automobile
- **Communication Preference**
Face-to-face



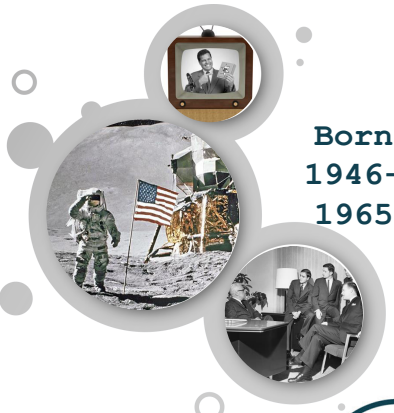
Born
1928-
1944

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Generation: Boomers

- **Formative Experiences**
Cold War • Post-war Boom • "Swinging Sixties"
Moon Landing • Family Orientated
- **Aspirations**
Job Security
- **Technology Attitude**
Early IT Adopters
- **Career Attitude**
Organizational
Careers defined by Employer
- **Signature Product**
Television
- **Communication Preference**
Face-to-face Preferred,
phone or email if required



Born
1946–
1965



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Generation: Gen X

- **Formative Experiences**
Fall of Berlin Wall • Reagan / Gorbachev • Live Aid
First PC • Latchkey Kids
- **Aspirations**
Work-Life Balance
- **Technology Attitude**
Digital Immigrants
- **Career Attitude**
"Portfolio" careers
Loyal to profession more than career
- **Signature Product**
Personal Computer
- **Communication Preference**
Text or Email



Born
1966–
1977



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Generation: Millennials

- **Formative Experiences**
9/11 • PlayStation • Social Media
Gulf War II • Reality TV
- **Aspirations**
Freedom & Flexibility
- **Technology Attitude**
Digital Natives
- **Career Attitude**
Digital Entrepreneur
Work "with" organizations, not "for" them
- **Signature Product**
Personal Computer
- **Communication Preference**
Text or Email



Born
1978–
1995



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Generation: Gen Z

- **Formative Experiences**
Recession • Global Warming • Mobile Devices
Globalization • Cloud Computing
- **Aspirations**
Security & Stability
- **Career Attitude**
Career Multitaskers
Move seamlessly between organizations and "pop-up" businesses
- **Signature Product**
Google Glass, 3-D printing, Driverless Cars
- **Communication Preference**
FaceTime



Born
After
1995



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Causes of Generational Gap

- Adoption of and familiarity with technological advances
- Attitude to different social, racial groups
- Musical preferences
- Respect for others
- Moral & religious beliefs
- Political views
- Work ethics



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How We Experience the Generation Gap



- **One-way communication**
Individuals are not prepared to receive message in format sent
- **Miscommunication**
Difference in generational preference, messages are not received or are interpreted differently
- **Poor individual or team performance**
Communication critical to both learning and executing tasks
- **Prejudiced actions**
Stereotypes negatively effect attitude when communicating, hiring, assigning tasks etc.
- **Slang, vocabulary, colloquialisms**
Each generation uses different slang (cool, slick, dope, sweet, groovy, mint...)

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Impact of Generational Gap

- Poor performance
- Loss of institutional memory and tribal knowledge
- Poor or absent professional sponsorship & mentorship
- Loss of business
- Hostile workplace
- High employee turnover
- Lack of diversity



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Best Practices



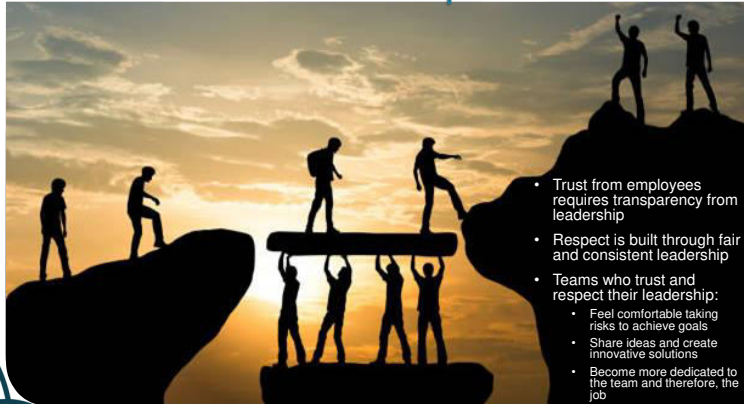
Creating Common Ground

1. Build trust and respect
2. Be respectful and clear communication
3. Show how work fits into organizational goals and mission
4. Balance short and long – term goals
5. Practice innovation and adaptation

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1. Build Trust and Respect



- Trust from employees requires transparency from leadership
- Respect is built through fair and consistent leadership
- Teams who trust and respect their leadership:
 - Feel comfortable taking risks to achieve goals
 - Share ideas and create innovative solutions
 - Become more dedicated to the team and therefore, the job

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2. Build Respectful and Clear Communication



- Respectful communication is ethically driven and purposeful
- Clear communication is without subtext and presents the message clearly
- Communication is two-way and employees feel safe voicing concerns without repercussions
- Conflict in teams is constructive and improves teamwork
- Feedback leads to opportunities for growth, not punishment

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3. Show How Work Fits Into Organizational Goals

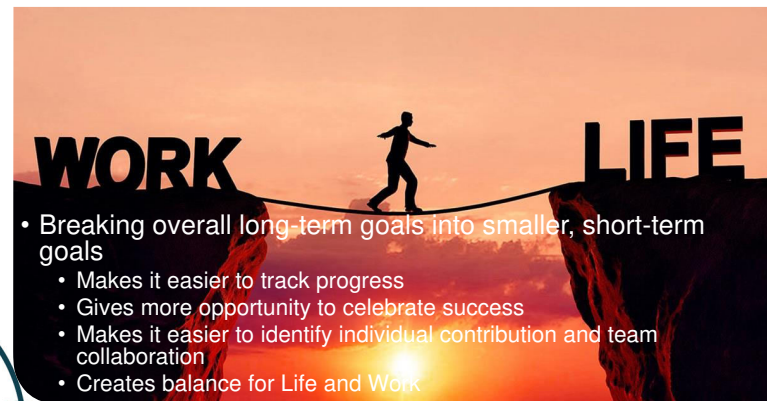


- Employees with clearly defined roles and responsibilities
- Employees who understand "why" their work matters are more engaged
 - Productivity rises
 - Employees feel more valued
 - Retention rates increase

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4. Balance Short and Long-Term Goals



- Breaking overall long-term goals into smaller, short-term goals
 - Makes it easier to track progress
 - Gives more opportunity to celebrate success
 - Makes it easier to identify individual contribution and team collaboration
 - Creates balance for Life and Work

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5. Practice Innovation and Adaptation

- Innovation is encouraged by leadership

- This chance is given to all employees, not just a select few



- Problems and threats to the teams are communicated openly
- Teams are given the tools and tech needed to make changes
- Ideas and diverse ways of thinking are encouraged, even if they do not all work

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Solutions for Success



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Bridging the Workplace Generational Gap:

Proposed Solutions

- When possible, communicate on their terms
- Recognize the differences and strive to find common ground
- Create opportunities to grow community
- Development of a training program



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Solution 1: When Possible, Communicate On Their Terms

- Create Business Rules
 - Email
 - Text
 - Inner office messenger
 - Video Conference (zoom, teams, etc.)
- Establish Common Language
 - Common Terms in Use
 - Company Acronym Dictionary
- Establish Corporate Branding
 - "this is us"



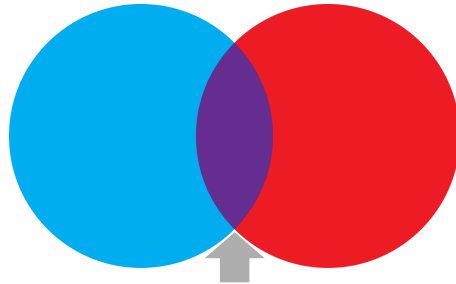
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Solution 2: Recognize the Differences & Find Common Ground

- **Differences:**

- Every generation experiences life differently, shaping outlooks and actions
- Different perspectives = more possible solutions to a problem



- Hobbies, Sports
- Common Purpose

- Common Goal
- Common Good



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Solution 3: Create Opportunities to Grow Community

- Social Events
- Group Service Projects
- Organizational Culture
- Service Awards



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Solution 4: Organizational Training

- Develop Mentorship Program
- Upskilling & Training Program
- Implement a Diversity Appreciation Curriculum
 - "Historical" contributions
 - "Cultural" contributions
 - Value of varied insights
 - Innovation through diversity



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Thank You



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