Generational Differences & Self-Awareness

*Renew* *Review* *Reveal*

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Session Objectives

• Review key differences of the five generations
• Bring self-awareness to generational personality
• Uncover generational preferences, challenges and stereotypes
• Discover ways to improve upon generational communication through practice scenarios
What’s going on?

Think of a situation where you experienced a disconnect with someone from another generation, where no matter how hard you tried, things simply didn't click. How did you respond?

- Acknowledged it and let it go
- Changed my behavior
- Still looking for the answer
Recent findings show that Millennials are the biggest generation in the U.S. workforce, followed closely by Generation X and the Baby Boomers. Silents are a small minority, and the youngest generation – the Zs – are just starting to enter the workforce.
Seeking Generational Harmony

- Establish respect
- Be flexible and accommodating
- Avoid stereotyping
- Learn from each other
- Don’t overlook similarities
- Tailor your communication style
Communication Strategies

• Gain generational awareness
• Defer to the person you’re communicating with
• Mirror the communication
• Set communication expectations
• Create a team communication agreement
Generational Personality Quiz
What were your results?
Communication

• Describe the issue and its effect on you
• Ask questions and listen without judging
• Appreciate the other’s perspective
• Clarify the real issues
• Plan next steps, if appropriate
• Act on the plan

Underlying Principles of Communication

• Don’t assume
• Adjust your approach to their style
• Address at appropriate time/place
Meet the Generations Activity

• **Individually** read the case study assigned to your group.
• As a **group**, review the situation and develop a strategy to address it according to the prompts provided.
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Resources

How to Thrive in a Multi-Generational Workplace (avoiding conflict and creating opportunity)

Millennials are the largest generation in the U.S. labor force

When Generations Fight