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

Generational Overview

	Silents	Baby Boomers	Gen X	Gen Y or Millennials	Gen Z
Core Values	Respect for authority Compliance Dutiful Custom	Optimism Acceptance Workaholism Stimulation	Stimulation Self-reliance Informality Skepticism	Realism Self-direction Goal-focused Purpose	Uniqueness Authenticity Creativity Shareability
Work Ethic	Discipline Hard work Loyalty	Questions authority Self-centered Crusading causes	Task-oriented Autonomous Work/life balance	Multitasking "What's next?" Eagerness	Flexibility Self-reliant Personal freedom
Communication Preferences	Written Formal	One-on-one Telephone	Direct Email Text messaging	Text messaging Social media	Digital natives Hand-held devices
Feedback Preferences	No news is good news Take pride in a job well done	Not keen on feedback	Direct	Requires a lot Instantaneous	Bite-sized Immediate Real time
Stereotypes	Old-fashioned Practical Rule followers	Ambitious Optimistic Wealthy	Self-centered Risk-takers Cynical	Job hoppers Tech-dependent Work to live	Constantly connected Distracted Apathetic Multitaskers

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.

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Seeking Generational Harmony

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

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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

Reminder

← Skills to improve intergenerational communication

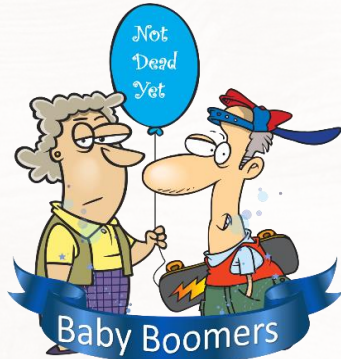Underlying Principles of Communication
↓

- Don't assume
- Adjust *your* approach to *their* style
- Address at appropriate time/place

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Meet the Generations Activity

Thomas   **Hilda**   **Carlos**   **Ashleigh**   **Ahmed**

- **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)
https://www.mindtools.com/pages/article/multigenerational-workplace.htm

Millennials are the largest generation in the U.S. labor force
https://www.pewresearch.org/fact-tank/2018/04/11/millennials-largest-generation-us-labor-force/

When Generations Fight
https://lyndagrattonfutureofwork.typepad.com/lynda-gratton-future-of-work/2011/03/when-generations-fight.html