Sticking Points:
How to Get 4 Generations Working Together

Presenter: Haydn Shaw

Tuesday, September 12, 2017
8:00 AM – 11:15 AM
STICKING POINTS
HOW TO GET 4 GENERATIONS WORKING TOGETHER IN THE 12 PLACES THEY COME APART

eMergent Generations Consulting
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4 generations of employees

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Columbus, OH
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Historical Timeline

U.S. Census Bureau, Current Population Survey, 2010

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When we don’t understand generational differences . . .

we react to the small things, ignore the big things, and propose the wrong things.
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Since we are all “immigrants” to three other generations, we might as well not be jerks about it.

No one wants to be a science fair project
You have to love your soldiers. You wake up in the morning and love your soldiers. You go to bed at night and you love your soldiers.

*Colin Powell*
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TRADITIONALISTS

Print: Experts telling

Digital: What’s the other side? World-Wide Web and Email

BABY BOOMERS

Broadcast: Entertainers compelling

Digital: Who can I trust? Instant Messaging and Social Networking

GEN XERS

MILLENNIALS

PROCESS INFORMATION

MOTIVATION

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I need to slow down a bit.

I am sandwiched taking care of my parents and children; I need to make it all work.

I want to enjoy life now, not just when I retire.

I'm not working all the time like my parents and then trying to make up for it on vacation.

I'm not working all the time like my parents and then trying to make up for it on vacation.

I want to enjoy the reward of work.

I will only retire part-time.

I may never retire unless I get a break.

I'll work until I'm 77 so no hurry.
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Five Steps For Leading Across Generations

1. Acknowledge: Talk about generational differences.
3. Flex: Agree how to accommodate different approaches
4. Leverage: Maximize strengths of each generation.
5. Resolve: Determine which option will yield the best results (when flexing isn’t enough)

Business Necessity vs. Personal Preference

BUSINESS NECESSITY

*Necessary to avoid losing a:
- Foot
- Money
- Funding
- Customers

GENERATIONAL PREFERENCE

*The way you prefer things to be done.
They don’t mean it personally, so...

“DON’T TAKE IT PERSONALLY!”

Everyone needs to do what they’re told.

Rules are made to be broken.

Let’s create a policy or procedure so everything runs smoothly and is fair for everyone.

If it doesn’t make sense, I’ll assume it’s a guideline.
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RESPECT

TRADITIONALISTS
I will figure out the hierarchy and find my place.

BABY BOOMERS
I can work my way up to a position that gets respect.

GEN XERS
I will give you respect if you prove to me you deserve it.

MILLENIALS
I will give respect to those who “get it” and will take me seriously.

What do I think about respect?

KNOWLEDGE TRANSFER

TRADITIONALISTS
Observational and oral

BABY BOOMERS
Observational and oral

GEN XERS
Oral and written

MILLENIALS
Written and video

How do I like knowledge to be transferred?

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How do I communicate?

**COMMUNICATION**

**TRADITIONALISTS**
I write a memo, send a letter, listen to a speech, and call a meeting.

**BABY BOOMERS**
I write a memo (with the distribution list alphabetized), pick up the phone, and set up an appointment.

**GEN XERS**
What are memos? I send an email or instant message, search online for a summary of the speech, and meet virtually.

**MILLENNIALS**
I send a text message (vowels are optional) or instant message, replay the speech online, or connect on a social networking site.

What do I think about feedback?

**FEEDBACK**

**TRADITIONALISTS**
If you do anything wrong, the Boss will let you know.

**BABY BOOMERS**
Annual performance appraisals and quarterly one-on-one meetings with the boss allow employees to know where they stand.

**GEN XERS**
People who respect each other don’t need a form or a meeting; they just say what they think.

**MILLENNIALS**
Just put the score on the screen, like a video game, so there’s instant feedback.
What do I think about fun at work?

I’ll relax once the work is done.

The work itself is fun.

It’s work – quit trying to make it something it’s not.

I’ll get more done if we have fun.

www.mygenerationalcoach.com
For free videos about generations and articles on Huffington Post

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