


Please sit according to
your birth year.

Thank you!




Generations: Closing the Gaps
Working with "Those Guys"



The Realities...


- There are as many as five generations of employees currently represented in the U.S. workforce.
- It's not "Will you have a multigenerational workplace?" The question is "Can you handle it?"
- The ability to recognize and bridge generational gaps can create a powerful effect on overall morale and efficiency in a court.



Generations at a Glance – Past and Present

Matures
(aka Veterans, Traditionalists, Greatest Generation)


- Born **1925-1945**
- Not many, if any, left in the workplace, but some customers may be Matures.



Generations at a Glance – Past and Present

Baby Boomers
(aka Boomerangs, Beebees)


- Born **1946-1964**
- For many years, the most populous generation.
- Fading in the workplace, but still around.




Generations at a Glance – Past and Present

Jones Generation
(aka The Lost Generation, Late Boomers)

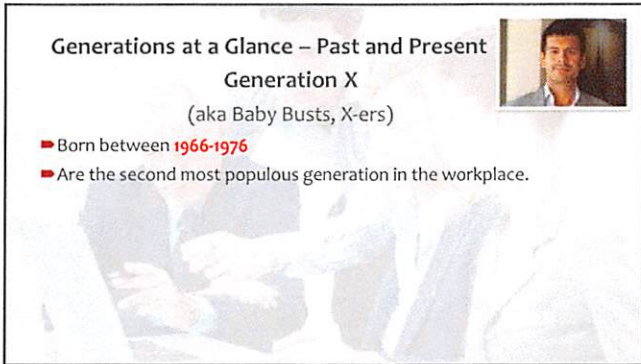
- Recently, the Jones Generation has been identified as those being born **1954-1965**.
- Lots of similarities between Joneses and Boomers and some between Joneses and Generation X




Generations at a Glance – Past and Present
Generation X
(aka Baby Busts, X-ers)



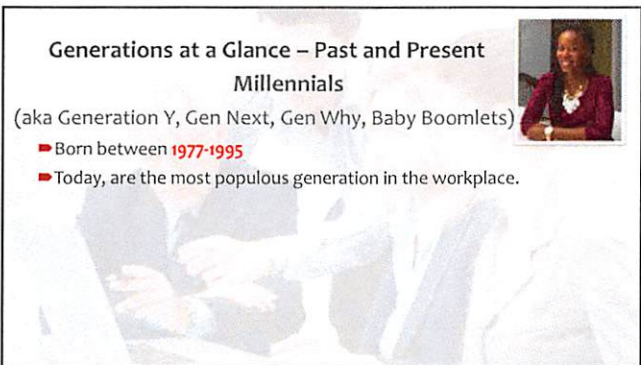
- Born between **1966-1976**
- Are the second most populous generation in the workplace.




Generations at a Glance – Past and Present
Millennials
(aka Generation Y, Gen Next, Gen Why, Baby Boomlets)



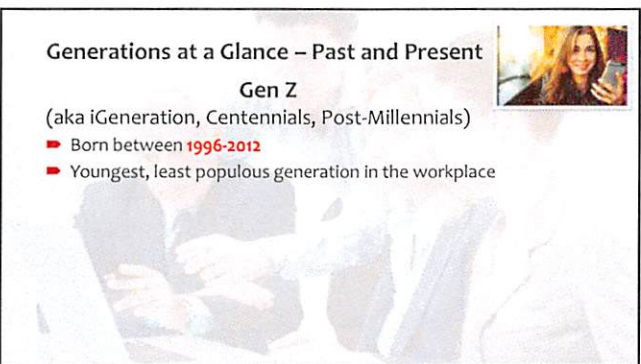
- Born between **1977-1995**
- Today, are the most populous generation in the workplace.



Generations at a Glance – Past and Present
Gen Z
(aka iGeneration, Centennials, Post-Millennials)



- Born between **1996-2012**
- Youngest, least populous generation in the workplace



What Causes Generational Differences?

- ▀ Events
- ▀ Parenting
- ▀ Technology
- ▀ Life Expectancy
- ▀ Celebrities, Icons, Heroes
- ▀ Economic Conditions



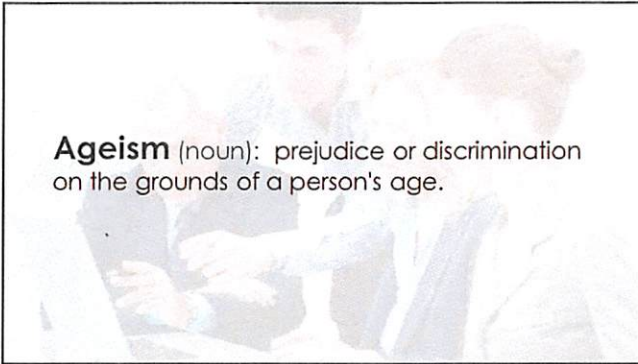
Generational Differences at Work

- ▀ Feedback and communication style
- ▀ Work processes and technology focus
- ▀ Work motivation and rewards (Work/Life balance)
- ▀ Business etiquette
- ▀ Dress and grooming
- ▀ Authority, leadership and hierarchy
- ▀ Views about what is and isn't respectful

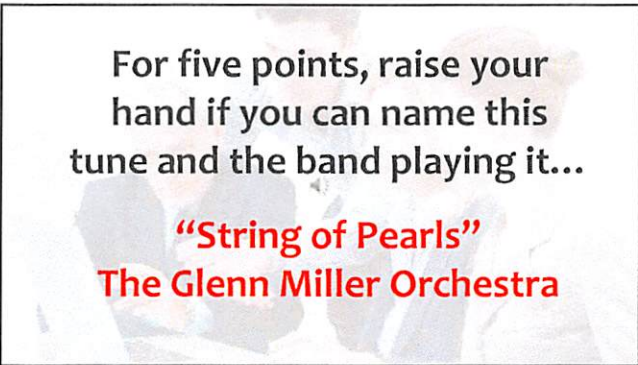


OMG!

“They think we should keep
 Don't they raise children better to
 The kids know from an early age
 They think they know everything.
 shopping malls?!”

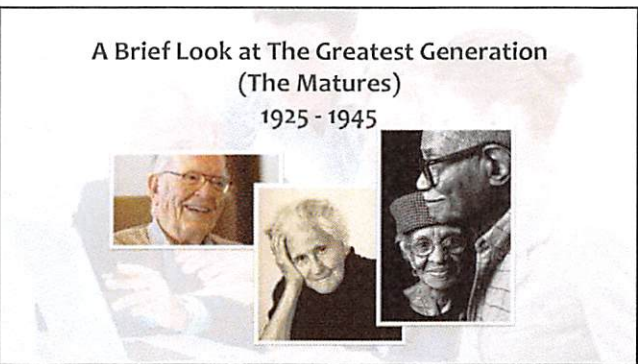


Ageism (noun): prejudice or discrimination on the grounds of a person's age.




For five points, raise your hand if you can name this tune and the band playing it...

“String of Pearls”
The Glenn Miller Orchestra



A Brief Look at The Greatest Generation
(The Matures)
1925 - 1945



Who are the Matures?

- ▶ Life was hard...
 - Experienced: The Great Depression, Pearl Harbor and WWII, and The Korean War
 - Had limited technology to make it any easier
- ▶ Their icons were: Uncle Sam, big bands, radio shows, epic movies
- ▶ Their heroes included: Franklin Roosevelt, Joe Dimaggio, John Wayne
- ▶ The Mature work culture centered on:
 - Command and control from leadership... rules were rules and the boss was the boss
 - Clear, specific directions, roles and responsibilities
 - A job gave you security and stability... limited movement job to job
 - Work was job focused...work did NOT equal fun.



What does **THAT** mean??

Boss

Incredibly awesome; miraculous; great
 “Man, did you see that car? What a boss ride!”

What does **THAT** mean??

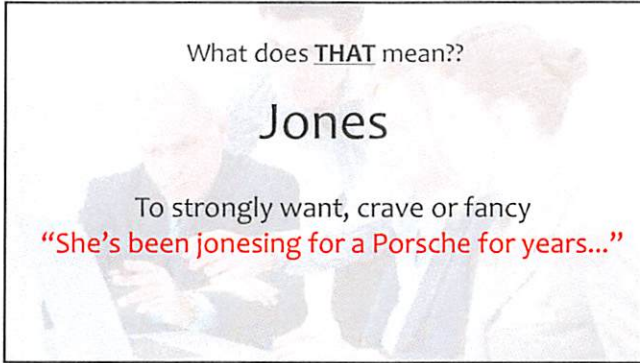
Whip

An expensive looking automobile
 “That Caddy convertible is a really cool whip!”

What does **THAT** mean??

Jones

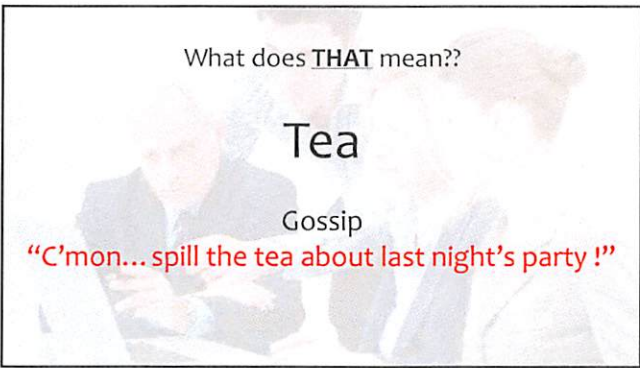
To strongly want, crave or fancy
"She's been jonesing for a Porsche for years..."



What does **THAT** mean??

Tea

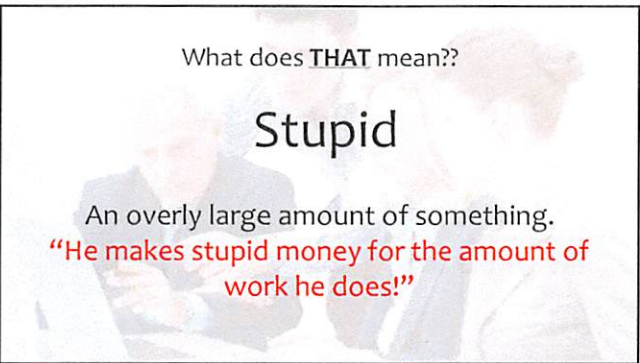
Gossip
"C'mon... spill the tea about last night's party!"



What does **THAT** mean??

Stupid

An overly large amount of something.
"He makes stupid money for the amount of work he does!"



What does **THAT** mean??

Duck soup

Something that's as good as done or will be done easily

"Getting everyone together for a meeting on pay increases is duck soup."

What does **THAT** mean??

Boojee

From high class, wealthy or well-to-do background


"We'll have to dress nicely, because the people at this party will be very boojee."

OK,... five points Millenials and Gen Z...

Name that tune and the band!


**"Gimme Shelter"
The Rolling Stones**


The Baby Boomers 1946 - 1964



Who are the Baby Boomers?


- Experienced:
 - Prosperity
 - Civil Rights Movement
 - The Vietnam War
 - Assassinations
 - Woodstock
 - Family Planning
 - Rock and Roll



- Icons:
 - Peace sign
 - NBC Peacock
 - Volkswagen
 - IBM
 - "Bullitt"
- Heroes:


Who are the Baby Boomers?

- Core values:
 - Optimism/Idealism
 - Team orientation
 - Personal gratification
 - Health/Wellness
 - Work
 - Equality
 - Personal growth/Success




Who are the Baby Boomers?

- Generational Personality:
 - Believe in growth and expansion
 - Tend to be optimistic
 - Learned about teamwork in school and at home
 - Pursue their own personal gratification without compromise
 - Searched their souls – repeatedly, obsessively and even recreationally
 - Have always been cool
 - Are concerned about gaining control of time



Who are the Baby Boomers?

- The Baby Boomer Work Culture
 - Like opportunity and security
 - Tend to like work environments that are democratic
 - Advocate teams and team building, consensus and participative management
 - Want to prove themselves; thus, are good at delivering what's required



Who are the Baby Boomers?

- On the Job Assets
 - Service-oriented
 - Driven
 - Willing to go the "extra mile"
 - Good at relationships and being a team player
- On the Job Liabilities
 - Not "budget-sensitive"
 - Dislike conflict; reluctant to oppose peers
 - Sometimes put process ahead of result
 - Too sensitive to feedback
 - Judgmental of differing viewpoints
 - Self-centered

