

GENERATIONAL DIVERSITY

- ▶ Today's workplace has 4 generations working together:
 - Baby Boomers
 - Gen X-ers
 - Millennials
 - Gen Z-ers
- ▶ Different generations mean:
 - Different beliefs
 - Different working styles
 - Different life experiences
 - Different expectations
 - Different motivation
 - Different communication styles
- ▶ *Let's look at how these differences affect the workplace ...*



Baby Boomers

1946 – 1964

Optimistic

Enjoy mentoring

Strong work ethic



Gen X-ers

1965 – 1979

Independent

Innovative

Strong communicators



Millennials

1980 – 1995

Tech-savvy

Collaborative

Focused on the
Greater Good



Gen Z-ers

Born after 1996

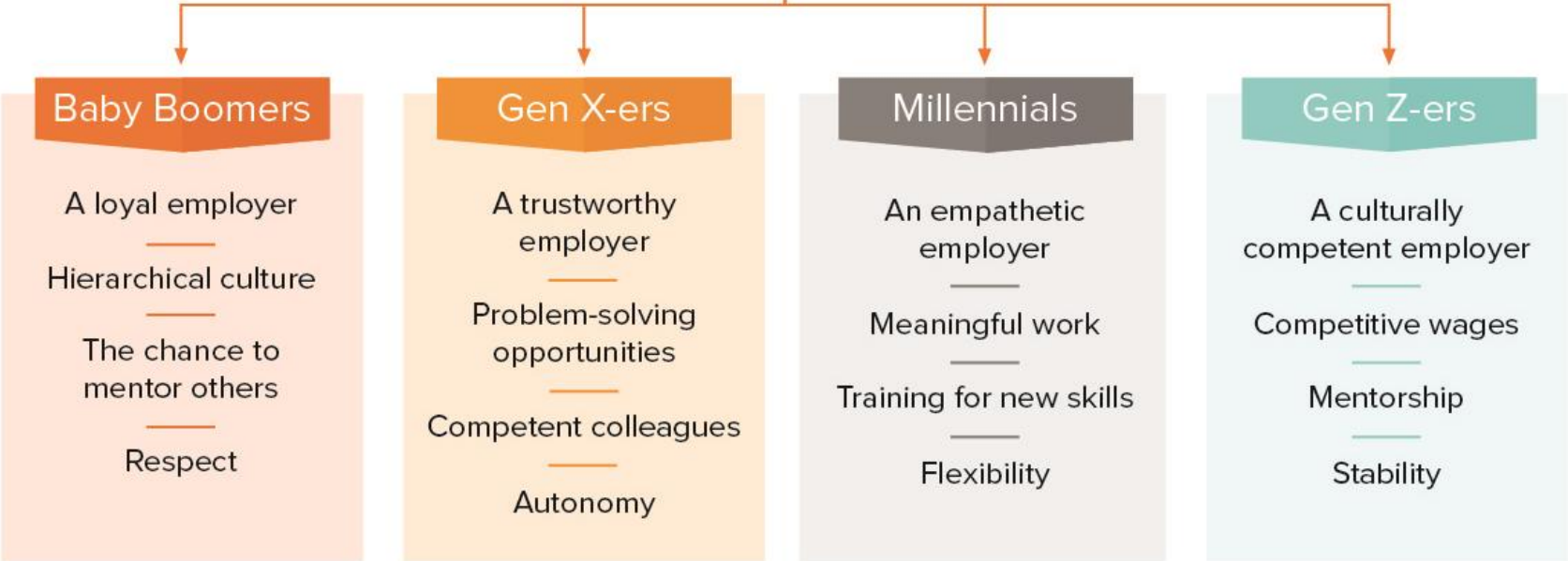
Digitally fluent

Practical

Flourish in
diverse workforces



What They Want From Work





How to Motivate Them

Baby Boomers

Leverage their optimism

Utilize their suggestions and experience

Offer opportunities for collaboration

Gen X-ers

Engage their critical thinking skills

Give them credit for their work

Assign them meaningful tasks they can complete individually

Millennials

Match them up with inspiring leaders

Provide immediate feedback, especially reinforcement

Let them present their successes

Gen Z-ers

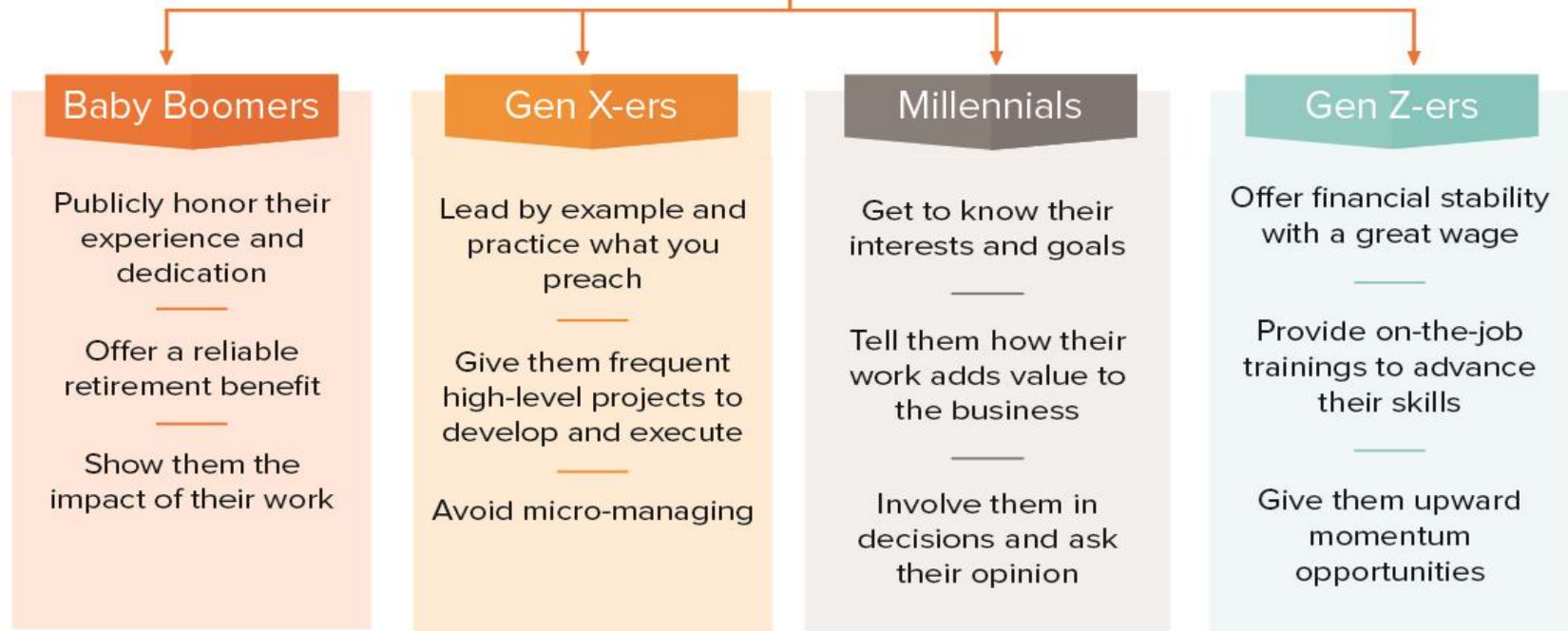
Give them examples of best practices

Let them discover and iterate on their own

Share overt gratitude for their contributions



How to Win Their Loyalty



And, Finally...

- ▶ How to supervise a generationally-diverse workforce
 - Encourage an open-minded attitude (lead by example)
 - Ask everyone for feedback, don't gravitate to those "your age"
 - Pair people of different ages to encourage mentorship
 - Manage expectations for the entire team
 - Be flexible
 - Manage your own biases
 - Have awareness of the differences and promote the benefits
- ▶ Take a few minutes to divide your team into their appropriate generation and see if you can identify ways to better communicate, connect, motivate, and win their loyalty

Click on the button below to take the quiz for this session.

QUIZ