



DIFFERENT STROKES FOR DIFFERENT FOLKS

Administrative Professionals
Conference 2018

TO BEGIN...

“...The children now love luxury. They have bad manners, contempt for authority, they show disrespect for adults and love to talk rather than work or exercise. They no longer rise when adults enter the room. They contradict their parents, chatter in front of company, gobble down their food at the table and intimidate their teachers...”

Socrates, 5th Century BCE

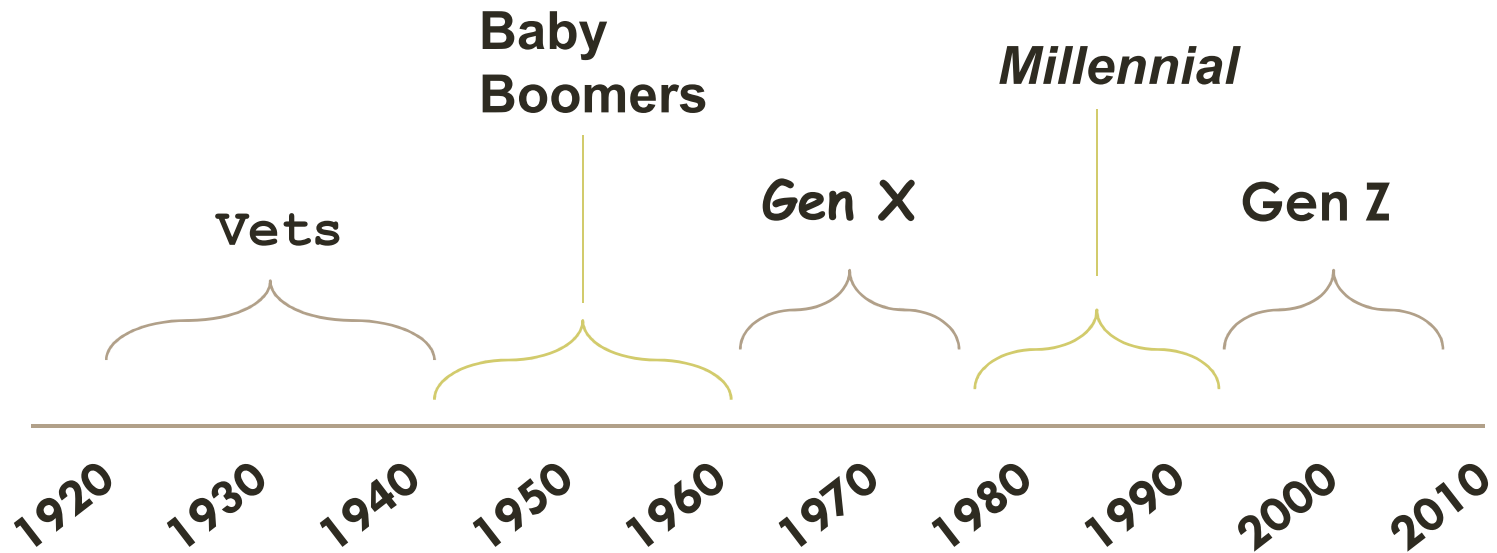
OBJECTIVES

Define what is a generation

Compare and contrast generational characteristics

Identify ways to improve generational communication

YEAR BORN



DEFINING MOMENTS

With your neighbors, talk about events, pop culture, news stories that you remember from your youth.



DEFINING MOMENTS





VETS/TRADITIONALISTS (1922-1945)



Patriotic; loyal;

“Waste not -- want not”

Faith in institutions; one company career

Military influenced; top down approach

BABY BOOMERS (1946-1964)

Keeping up with the Joneses

Team player

In person



Workaholics

Helicopter parents

Money & Titles

GEN X 1965-1980

Work-Life Balance

Informal

Self-reliant

Direct/immediate
communication

Comfortable with technology

Freedom is motivator



MILLENNIALS (1982-1995)



Meaningful work

Multi-tasking

Inclusive

Fast-paced

**Technology-based
communication**

GENERATION Z

Born: 1995 –

Digital natives

9/11 and 2008 recession huge influencers

Stressed out generation

Entrepreneurial, looking to turn hobbies into jobs

Concerned about quality

Very accepting.



THE GENERATION GAP

Questioning Authority

Face time

Paying Dues

Communication

Everyone's a winner!

Loyalty

Informal

Work Definition



COMMUNICATION STRATEGY

Identify source

- Is there a generational factor?

Look beyond miscommunication

- What lenses are in play?
- Are there generational values at stake?

Talk about solutions

- Consider commonalities

Identify solution

- Is it a generationally appropriate fix?

OTHER THOUGHTS

Find commonalities

Seek first to understand, then to be understood

Focus on mission

One size does not fit all

Flexibility and open communication

WORKING IN THE MULTIGENERATIONAL WORKPLACE

Based on information presented today, what changes are you going to make in dealing with other people from other generations?

“When I was 14, my old man was so ignorant I could hardly stand to have old man around. But when I got to 21, I was astonished at how much the old man had learned in 7 years”

--Attributed to Mark Twain

