GENERATIONS IN THE WORKPLACE

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▪ Traditionalists (also called “The Silent Generation”): Born before 1945
▪ Baby Boomers: 1946-1964
▪ Gen X: 1965-1978
▪ Millennials: 1979-1995
▪ Gen Z: 1996-2010

▪ “Cuspers”: the people born in the beginning or ending of a generation
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Traditionalists (also called “The Silent Generation”): Born before 1945

Events that defined this generation:

- The Dust Bowl
- Two World Wars
  - Prohibition
  - Atom Bombs
- The Great Depression
  - The New Deal
- Moving from farms to suburbs
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The Baby Boomers: Born 1946-1964

*The biggest generation*

Events that defined this generation:

- Vietnam War
- Woodstock
- Assassination of John F. Kennedy
  - Civil Rights Movement
- Television
- Watergate
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Generation X: 1965-1978

*The smallest generation*

Events that defined this generation:

- AIDS
- MTV
- *Challenger* Explosion
- Iran Hostage Crisis
- Berlin Wall torn down
  - The Walkman
  - The Internet
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Millennials: 1979-1995

Events that defined this generation:

- Oklahoma City bombing
- Columbine
- September 11
- Video games
  - Y2K
  - Google
- Social media
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Gen Z: 1996-2010

Events that defined this generation:

- First African-American President
- Marriage Equality
  - Sandy Hook
  - ISIS
- Technology
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In order to make changes, you have to understand the generation context each person comes to the conversation with. Here are the primary conflicts around generation sticking points:

1. Communication
2. Decision Making
3. Dress Code
4. Feedback
5. Fun at work
6. Knowledge Transfer
7. Loyalty
8. Meetings
9. Policies
10. Respect
11. Training
12. Work ethic
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✓ Four approaches to the conflicting generation:
  ▪ Ignore them.
  ▪ Fix them.
  ▪ Cut a deal with them.
  ▪ Lead them.

✓ Tension is inevitable but you can *lead* through conflict rather than trying to *manage* it.
  ▪ Five steps for leading through the change:
    1. Acknowledge
    2. Appreciate
    3. Flex
    4. Leverage
    5. Resolve

✓ Every generation’s pendulum swings away from the last.

✓ As a leader, you have to be the first to embrace new ideas and try new things. If you don’t, they won’t.
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Share Your Experiences with the Group

What Questions do you have?

Reference: Sticking Points by Haydn Shaw