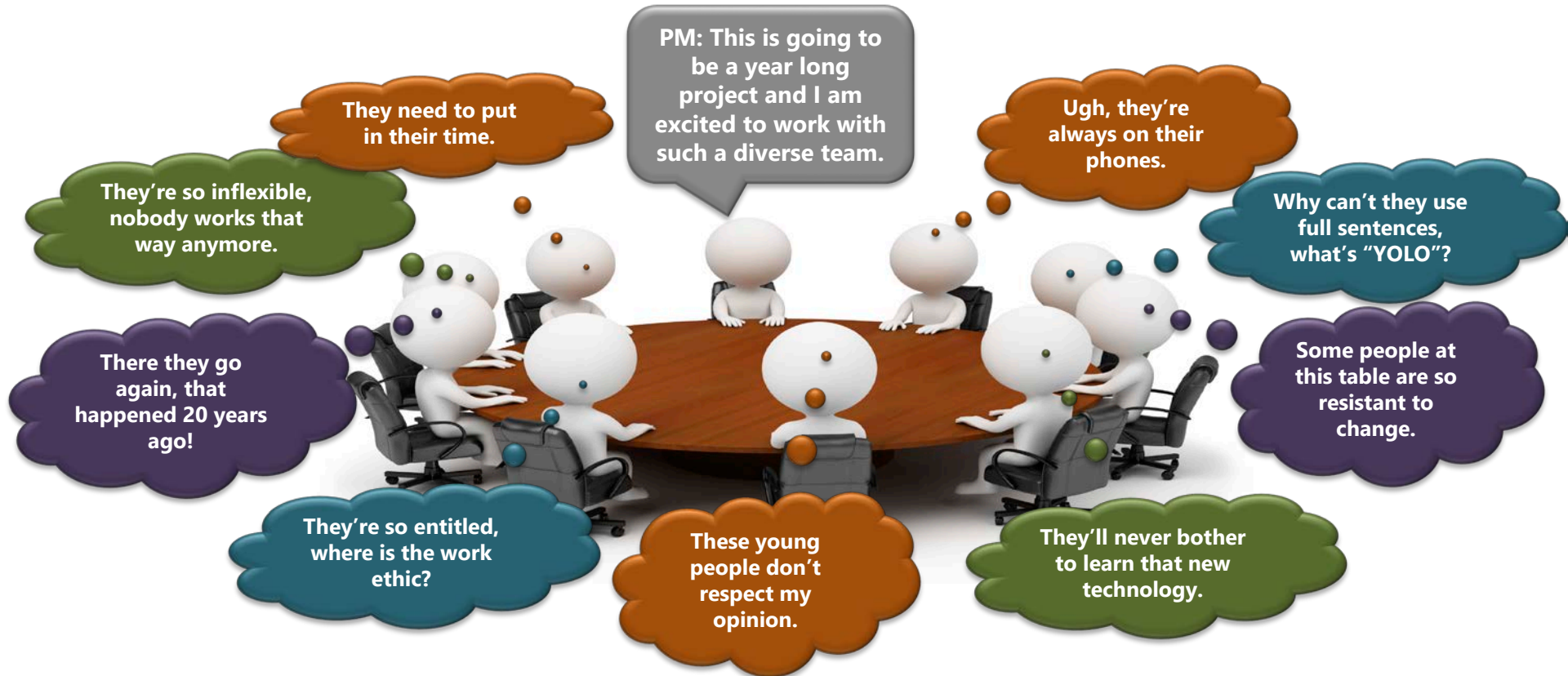




Bridging the Gap in a Multigenerational Workforce



Multigenerational Stereotypes



PM: This is going to be a year long project and I am excited to work with such a diverse team.

They need to put in their time.

Ugh, they're always on their phones.

Why can't they use full sentences, what's "YOLO"?

Some people at this table are so resistant to change.

They'll never bother to learn that new technology.

These young people don't respect my opinion.

They're so entitled, where is the work ethic?

There they go again, that happened 20 years ago!

They're so inflexible, nobody works that way anymore.

What generation are you?

The Silent
Generation
1928-1945

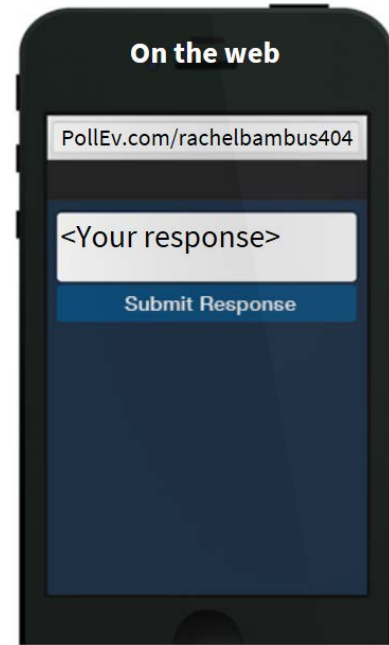
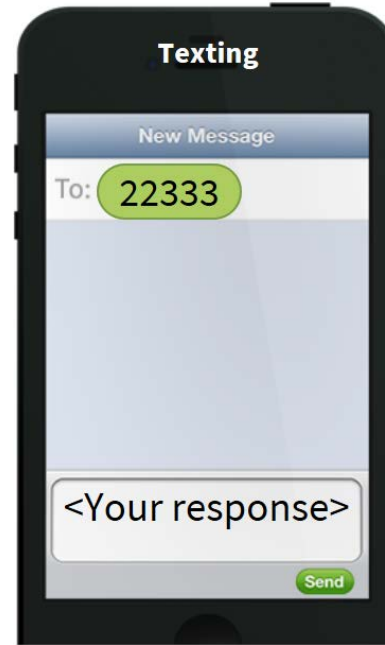
Baby Boomers
1946-1964

Generation X
1965-1980

Millennials
(Generation Y)
1981-1997

Generation Z
(Post Millennials)
≥ 1998

1. Take out your cell phone
2. Respond at either:
 - a) [PollEv.com/rachelbambus404](https://www.poll-ev.com/rachelbambus404)
 - b) Text "rachelbambus404" to 22333 once to join, then text your response A, B, C, D or E



Workforce Composition



2% SILENTS

29% BOOMERS

34% GEN X

34% MILLENNIALS

1% POST-MILLENNIALS

Q1 2015:
Millennials 53.5M
Gen X: 52.7M

What Gaps?



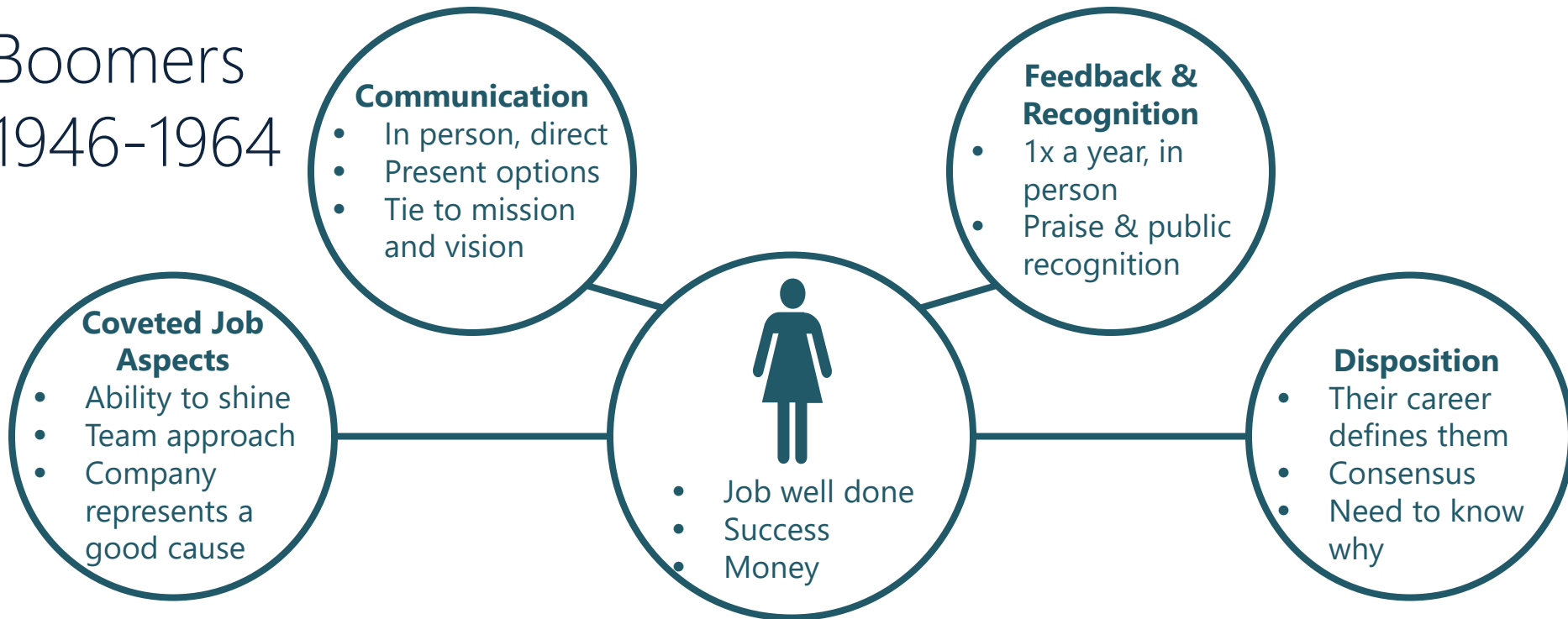
Silents 1928-1945



Working with Them

- Motivating Message: Your experience is respected
- Emphasize that you have seen a particular approach work in the past
- Give them clearly defined rules & procedures
- Consider their feelings
- Focus on the personal touch

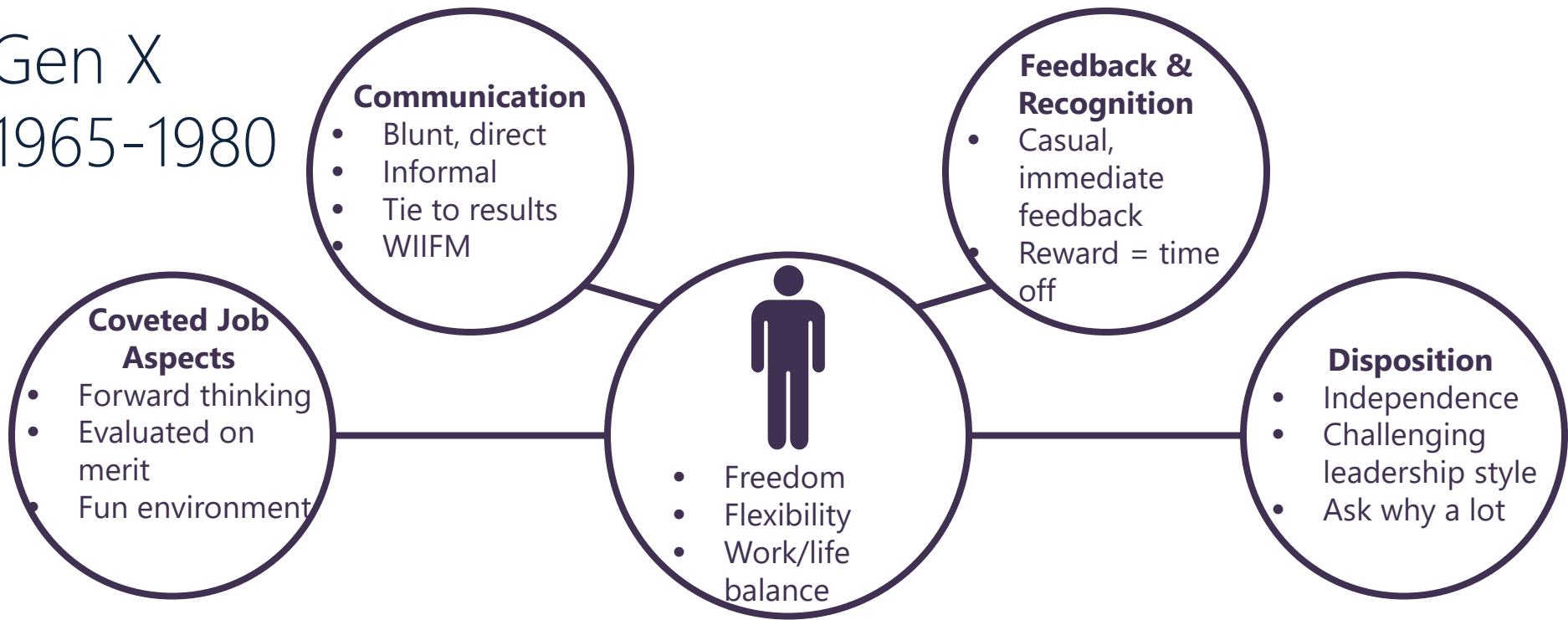
Boomers 1946-1964



Working with Them

- Motivating Message: You are valued and needed
- Give the clear and concise job expectations
- Teach them balance
- Pre-assess their comfort with technology
- Challenge them to keep growing

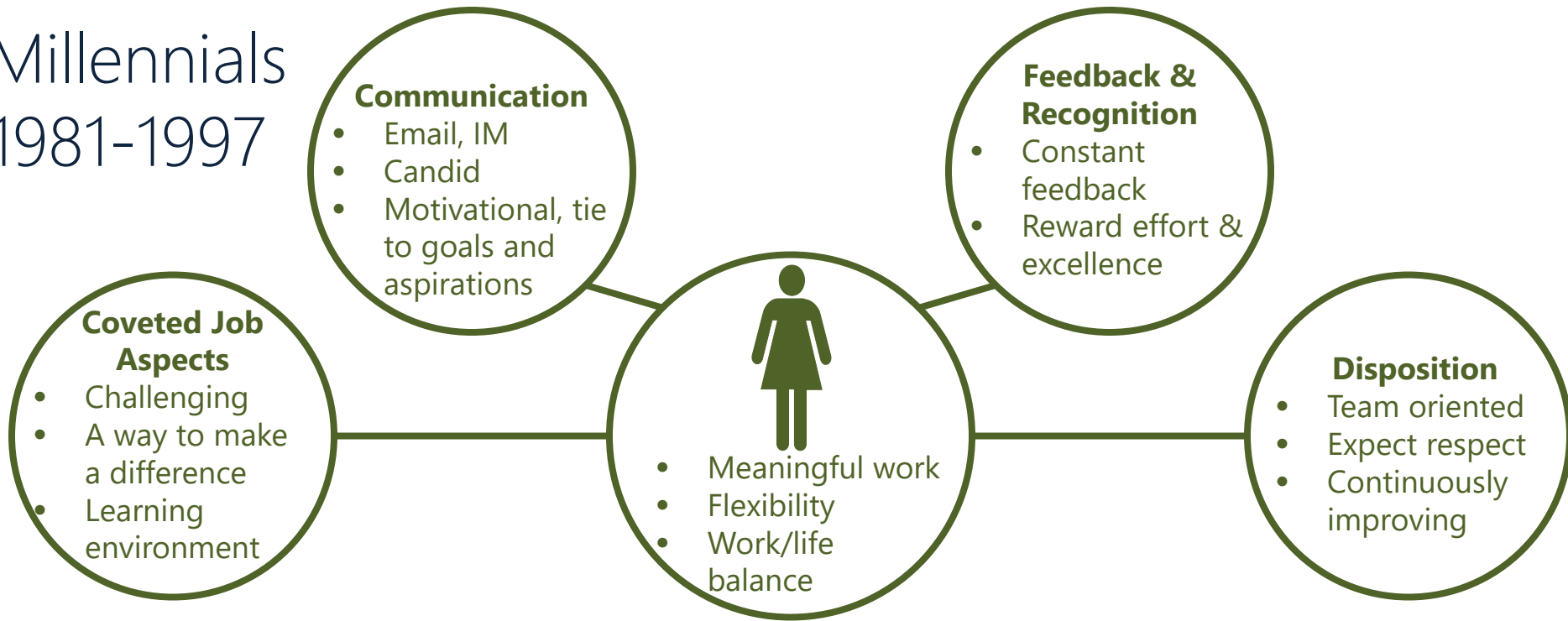
Gen X 1965-1980



Working with Them

- Motivating message: You have the freedom to do it your way
- Allow them independence and a chance to have fun at work
- Offer a casual work environment
- Give them as much information as possible
- Appreciate they have a life

Millennials 1981-1997



Working with Them

- Motivating Message: You will work with other A Players
- Put them in rolls that push their limits
- Evaluate them on the output of their work
- Provide engaging experiences that develop transferable skills
- Be flexible, allow options for WFH and flextime

Understanding Millennials Better

- Practical about money
- Work and social media lives don't mix
- Most connected generation
- Flexible hours #1 perk
- Flexible hours = higher contribution
- Ambitious and expect fast promotions

XYZ

Trends

Flexibility,
freedom,
portable
work

Evaluated on
merit &
contribution vs
age/seniority

Focus on
knowledge
work vs
repetitive
tasks

Career
development

Integrated
technology

Work/life
balance,
nixing the
10hr work
days

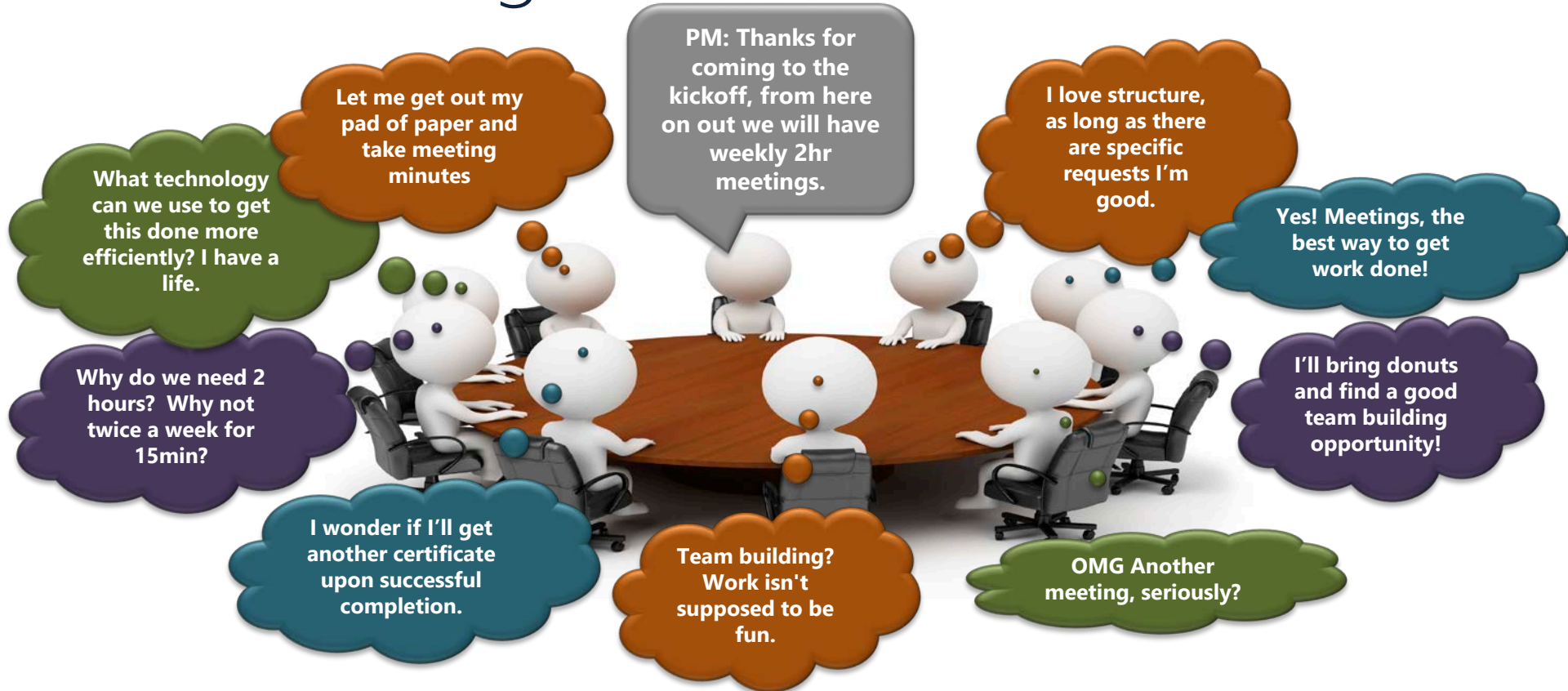
Prefer
diversity,
team work,
informality,
fun

Bridging the Gap Best Practices

- Change your paradigm
- Check your bias at the door and focus on the individual
- Focus on engagement
- Manage expectations
- Deploy different communication techniques



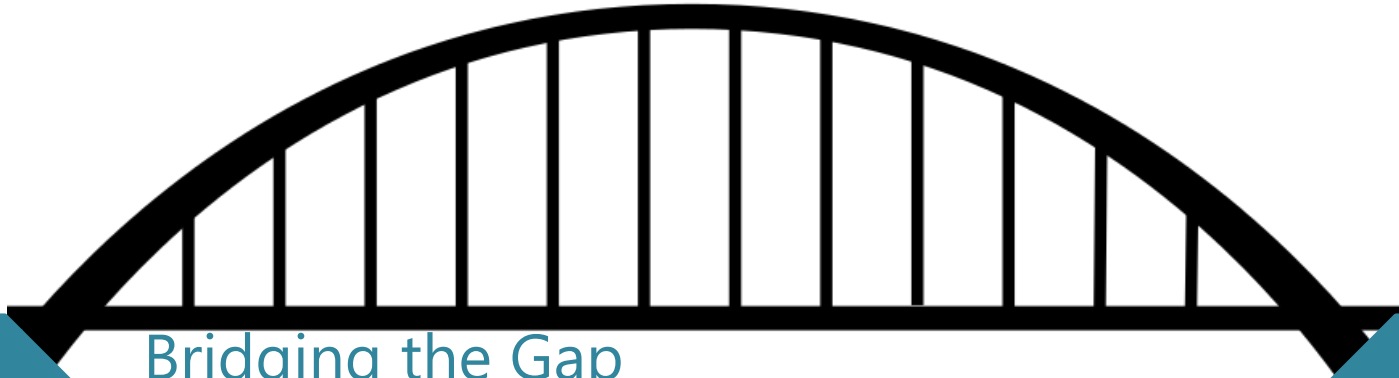
Overcoming Communication Barriers



Bridging the Gap Best Practices

- Change your paradigm
- Check your bias at the door and focus on the individual
- Focus on engagement
- Manage expectations
- Deploy different communication techniques
- Implement a mentoring program
- Rethink benefits
- Focus on the similarities
- Be flexible and open





Bridging the Gap
in a Multigenerational Workforce

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