CREATING A WINNING TEAM: FIVE GENERATIONS IN THE WORKPLACE

Administrative Professionals Leadership Summit
May 2019

Get To Know Your Team

Assessments

Workstyles/culture:

- DiSC Workplace
- Strengths Finder
- Franklin Covey

Skills

- Communication
- Critical thinking/analysis
- Output

Activity

- Team building exercises
- Project collaboration
- Mentorships
- Candid conversation
- Volunteer or community service participation

Understand the Generations

Generations at a Glance

BIRTH YEARS	ALSO CALLED	DEFINING MOMENTS	
GREATEST GENERATION			
1901-1924	"GI Generation"	• World War I • Roaring Twenties	• Great Depression
TRADITIONALISTS			
1925-1945	"Silent Generation"	• Great Depression	• World War II
BABY BOOMERS			
1946-1964	"Boomers"	• JFK Assassination • Civil Rights • Vietnam • Hippies	• Sexual Revolution • Moon Landing • American Dream
GENERATION X			
1965-1981	"Baby Busters" "Gen-Xers"	• Challenger Explosion • Berlin Wall	• Divorce • MTV • Latchkey Kids
MILLENNIALS			
1982-2000	"Echo Boomers" "Generation Y"	• 9/11 attacks • Y2K	• School shootings • Social media
iGEN			
2001-Present	"Homelanders" "Screeners" "Generation Z"	• Great Recession • Terrorism	• Technology

Manage How They Work

GENERATIONAL DIFFERENCES

	Traditionalist	Baby Boomer	Generation X	Millennial
Birth Years	*1900-1945*	*1946-1964*	*1965-1980*	*1977-1994*
Assets	• Experience • Dedication • Loyalty • Emotional maturity	• Service oriented • Dedicated • Team perspective • Experience	• Adaptability • Techno-literacy • Independence • Willing to buck the system	• Collective action • Optimism • Ability to multi-task • Techno-savvy
Liabilities	• Reluctant to buck the system • Uncomfortable with conflict	• Not necessarily budget minded • Uncomfortable with conflict	• Skeptical • Distrustful of authority	• Need for supervision and structure • Inexperience
Motivations	• Connecting their actions to the overall good of their orgnaization	• Leaders who get them involved and show them how to make a difference	• Permission to work on their own schedule	• Connecting their actions to their personal career goals
Preferred methods of communication	• Written	• Verbal • Personal Interaction	• Voicemail • Email	• Instant messages • Text messages • Email

SOURCE MURPHY, SUSANA (2007) LEADING A MULTIGENERATIONAL WORKFORCE. AARP. ACCESSED AT HTTP://ASSETS.AARP.ORG/WWW.AARP.ORG_/ARTICLES/MONEY/EMPLOYERS/LEADING_MULTIGENERATIONAL_WORKFORCE.PDF

5 Tactics for Working with Cross-Generational Teams

Rethink the Boring Stuff	Flex the Hours	Help Them Learn	Give Good Reasons	Learn From Each Other
Explore new technology offered up by tech-savvy younger employees to reduce repetitive and rote work for everyone.	No matter their age, employees want a life outside work, so balance off-hours coverage so no one has to work 24/7.	Older & younger employees can mentor each other in different ways (eg, being organizationally vs. technologically savvy).	Don't insist on doing something just because that's the way it's always been done.	Both age groups can offer wisdom to one another, if they're open to hearing it.

Center for Creative Leadership

QUESTIONS

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