



# Hail, Hail The Gang's All Here!

Exploring Multigenerational Work Teams



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# Session Overview

Welcome and introductions

Small group activity-single generation groups

Why do we want to know this stuff?

Overview of each generation

Small group activity-multigenerational groups

Principles to manage mixed teams

# Generations Small Groups

1. Find your generation by date of birth.
2. Discuss defining events of your generation.  
Bring ONE back to the large group.
3. Discuss 3 characteristics important for your  
at work.

# Why is it beneficial to be aware?

Generational baggage comes to the workplace - can cause frustration, conflict and misunderstanding if not managed well.

May affect turnover, productivity, morale, engagement in work, and results!

Awareness helps recruitment and retention efforts

Stress reduction for all when work climate is strengths-based (we are more similar than different)

Understanding basic values and motivation of your team = more positive work environment, and more fun!

# Traditionalists 1922-1945

## Quick stats:

Smallest of the generations now

Born in hard times of Great Depression and WW II

Set the standard for work rules and procedures

## General characteristics:

Value hard work,

Willing to delay gratification,

Put duty before pleasure,

Frugal and fiscally conservative,

Like consistency and uniformity

# Traditionalists

## In the workplace:

Loyal to employer and expect it in return

Effective and warm interpersonal skills

Work ethic = timeliness, putting in the hours, working hard

Accept command and control management style as norm

## To communicate and engage:

Value their loyalty

Invest in their education,

Write personal hand written notes, face-to-face, formal and proper

Plaques and pins work to reward

# Dry Bones

DEFINITIONS

## BABY BOOMERS:

A GENERATION  
THAT FEELS  
AS IF ...



... IT HAS BEEN  
ROCKETED INTO  
THE FUTURE



WITH FOND  
MEMORIES OF A  
PAST THAT IT  
IS NOW ...



TRYING TO  
HIDE FROM  
ITS GRAND  
CHILDREN.



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DryBonesBlog.com

# Baby Boomers 1946-1964

## Quick stats:

Shaped by Civil Rights, Vietnam, Woodstock, Feminism  
Largest of 4 generations in workforce  
Never grow up!

## General characteristics:

Value individuality  
Optimistic and positive  
Team-oriented approach  
Appreciate personalized approaches  
Been the “stars” since birth, always been cool

# Boomers

**In the workplace:** Want to make things different, insist on having a voice, being involved in decisions, influencing direction of organization, chose workplace as place to prove worth, go the extra mile, strong work ethic, good communication skills

**To communicate and engage:** Acknowledge their contributions, offer incentives that involve visibility and public appreciation, give them perks, avoid formal communication like sir and ma'am. Reward with \$\$

# GENERATION X-EMPLOYED



# Gen X 1965-1980

Quick stats: Shaped by Watergate, Challenger explosion, PC boom, corporate layoffs, advent of internet

## General characteristics:

Collectively pessimistic, self-reliant, strive for balance, nontraditional orientation to space and time, causal approach to authority, skeptical, technologically savvy, flexible, creative, entrepreneurial, results-driven

Quick to disengage if they feel slighted

Give them space to do their own way, relax the rules

# Gen X

**In the workplace:** Personal life comes first, reject the super-motivated Boomer work ethic, independent, value talent and availability over longevity, invest loyalty in people not company, rebel against micromanaging

**To communicate and engage:** Offer professional development and help with career goals, provide options and choices for benefits that will better suit their lifestyle, reward with time away from work, allow them to decide how work gets done, back off on rules and policies, offer flexibility in scheduling, use technology

I WAS HOPING TO  
CONSULT ABOUT 45  
MINUTES A DAY—  
JUST ENOUGH TO  
SUPPLEMENT MY  
SKATEBOARDING  
CAREER...



3EGG5

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# Millennials (Gen Y) – 1981-2000

**Quick Stats:** Rival the boomers in size, shaped by Internet, school violence, 9/11, Iraq War, and busy over-planned lives

Connect well with Traditionalists

Grew up with helicopter parents

Impressive purchasing influence makes them market targets

**General Characteristics:** Value personal freedom, autonomy, immediacy with optimistic view of the future

Believe in success from hard work and are confident

Global outlook and very tech savvy

Inclusive, seek diversity and multi-culturalism

Want to make a difference

Make decisions based on feelings

# Millenials

## In the workplace:

Look for meaningful and fun work

Loyal to people they work and play with

Communication is direct and instant

Multi-taskers

Tech is natural part of daily lives

Want to learn and grow but want rewards now

Need more hand-holding

## To communicate and engage:

Consider instant feedback and recognition

Give flexible schedules and use mentoring programs

Provide lots of learning opps and cutting edge technology

Get to know them personally

I'D LIKE YOU TO MEET OUR NEW  
PROGRAMS DIRECTOR



Search:-07601359

# Generation Z 1990 -2009

**Quick stats:** Overlap the Generation Y, shaped by decade of war and economic uncertainty ,contrast in attitudes and behaviors is vivid.

**General characteristics:** dubious of their long term prospects (5years) and fearful about the short-term (tomorrow); lower expectations, cautious, demands fairly modest. Spend majority of time indoors and 27% of time on screens. Feel parents are responsible for the child's well-being and not the government. Most formal education of all generations.

# Gen Z

## In the workplace:

- will become the “youth bubble” as 30 million Baby Boomers retire;
- will present profound challenges to leaders, managers, supervisors, HR, and educators in every sector; huge gap between highly skilled and the unskilled;
- huge remedial effort on work habits, communication, and critical thinking and a huge investment in remedial technical training;
- don't resist authority relationships but will only perform for individuals when engaged in intensive working relationships.



To communicate and engage:

1. Promote high intensity relationships.
2. Provide continuing reeducation.
3. Define laser focus rolls
4. Take control of the virtual ethos.
5. Plan for global outreaching and local nesting.
6. Build continuity through short term renewable loyalty.
7. Retain superstars for the long term by building dream jobs.

# Multi-Gen Small Groups

Pick one of the following 3 and report back to group:

1. Scenario: A disgruntled provider calls their senator to complain about the Registry and how it interferes with their focus on children in their care and should not be mandatory. How would your team choose to handle this?

OR

2. You are moving and the owner of the building you are moving to says you may design the space how you want it. What will you request?

OR

3. A 27 year old is hired to the director position and your organization has a mix of four generations. How can that person create an organizational climate that respects and engages all generations? Be specific.

# Six principles for managing mixed teams:

1. Talk about generational issues openly – use the span of generations to increase teamwork
2. Ask people about their needs and preferences – get to know your team!
3. Offer options and choices – be flexible and reward excellence
4. Personalize your style – learn about people and find creative ways to engage
5. Pursue different perspectives – value other's opinions - go beyond tolerance of each other, capitalize on strengths. . .

Work ethic of Traditionalists can inspire all

Optimism of Boomers can help all see positives

Skepticism of Gen X will keep everyone honest

Enthusiasm of Millennials will be infectious and inspiring if channeled

**Jere--xxx of Gen Z here**

Engage all by having shared goals, committing to a great place to work, and sharing own sense of engagement with all!

AS a leader build TRUST with all by engaging at an emotional level and modeling integrity.

Thank you and remember:

There's a place for everyone

Be open to new ideas (& ways of doing things)

Celebrate your team

Work smarter, not harder

LISTEN

Laugh

Have fun!