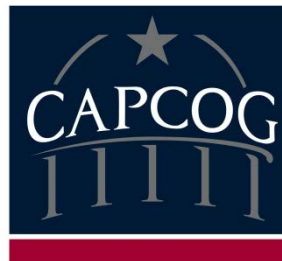


THE BEST OF ALL WORLDS

Successful Collaboration in the Intergenerational Workplace

Patricia Bordie, MPA



What's driving the trend?

1. Changing demographics
2. Talent shortages – difficulty filling jobs
3. Increased personal need - recession
4. Broader personal choice



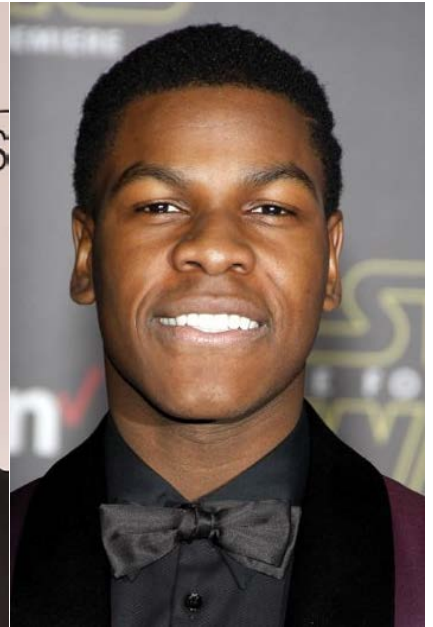
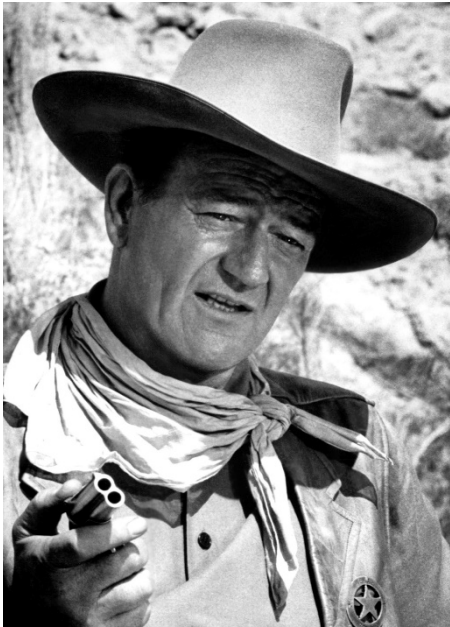
Disclaimer



- Generational descriptions are not intended to create or confirm stereotypes.
- Every individual is unique with unique experiences which shape their world views.
- Generational differences are only one aspect of diversity but may have some strong associations as part of the broader cultural impact.

Intergenerational is inclusionary.
Intergenerational practices are important because they lead to optimum performance by leveraging the skills of each generation for organizational success.

MetLife Mature Market Institute



WORLD VIEWS



Traditionalists

Born before 1945

Great Depression impact

Loyal, Highly dedicated

Respect Authority

More affluent (savers)

Detail Oriented

Stereotype → Old-fashioned

BOOMERS

1946-1964

Political and Social Turmoil

Believe in hard work and sacrifice

Question authority

Confident risk takers

Seek job security

Stereotype → Ambitious



Generation X

1965-1980

Financial, familial, societal insecurity

Independent, Self-directed

Multi-taskers

Work-life Balance

Entrepreneurial

Stereotype → Cynical

Millennials

1980-2002

The tethered generation

Globally concerned

Cyber-savvy - confident

Embrace diversity

Value training

Stereotype → job hoppers



Perceptions

- Work ethic
- Attitude towards authority
- Expectations for respect
- Preferred learning methods
- Feedback and Supervision
- Attitude towards loyalty
- Work-life balance
- Preferred leadership attributes

Communication



GOAL #1 - Engagement



- Being engaged means that the employee consistently seeks excellence and is energized by the work. *MetLife Mature Market Institute (2009)*
- Employees who are engaged significantly outperform work groups that are not engaged.

Highlight Similarities



- Concerns related to change
- Reasons for staying with an organization
- Attitude towards teamwork
- Attitude regarding flexibility
- Important culture aspects
- Communication tools
- Reasons to be cheerful in the workplace

Strategies for Success



- Establish respect
- Be flexible
- Avoid stereotyping
- Learn from each other
- Tailor Communication Style
- Don't overlook similarities - unity

Source: Mindtools

Intergenerational Action



- Clarify expectations
- Coaching orientation
- Uncover motivations
- Training and learning
- Recognition and reward
- Stories



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