

# Thriving in a Multigenerational Workforce

## Activity: Answer the questions below with true or false

Some of my top-rated values include, family, integrity, self-respect, happiness, wisdom and balance.

I desire respect from others.

I feel most satisfied in the workplace when I'm engaged in my work.

I appreciate leaders who are credible and attentive.

I don't like workplace politics.

I enjoy learning new skills.

I want to be treated fairly.

## Takeaway:

When working with people from different generations I will...

## Post-session activity:

Name three significant world events, technological, economic or social shifts that shaped who you are today. (E.g., Vietnam, Operation Iraqi Freedom, the Great Recession, same-sex marriage, computers, smart phones)

Name one or more personal event/s that shaped how you see the world. (E.g., parent's divorce, death of a loved one, illness, moving/relocating often)

How have these events shaped how you view work or your expectations around your work life?

How do you think others' unique experiences might affect their view of work or their work life?

What can you learn from working with someone of a different generation?

How can working in a multigenerational workforce help you grow and develop your skills?

# The Five Generations



Generation	Influential events	Characteristics	What they bring to the team	Potential for conflict
<b>Traditionalist</b> <b>Born: 1945 or earlier</b> <b>AKA:</b> Silent Generation, Veteran Generation	Great Depression WWII Social Security	Loyal Private Hard-working Avoid risks Dependable Respect for authority High emphasis on "keeping your word"	Good attitude Excellent attendance Practical knowledge Sacrifice	Uncomfortable with change and conflict Don't communicate when they disagree Keep the "status quo"
<b>Baby Boomer</b> <b>Born: 1946-1964</b> <b>AKA:</b> Cuspers, Generation Jones	Vietnam Assassinations of JFK and MLK Civil Rights Act	Ambitious Loyal to the team Sensitive to feedback Driven by peer competition Question authority Pursues personal gratification Pays close attention to body language Likes to explore all of the options Prefers open and direct communication	Good team player Will go the "extra mile" Service oriented Good at relationships Driven	Sensitive to feedback Heavy focus on work Dislikes conflict

Generation	Influential events	Characteristics	What they bring to the team	Potential for conflict	Influ
<b>Gen X</b> <b>Born:1965-1980</b> <b>AKA: Baby Busters, Thirteeners, 13<sup>th</sup> Generation</b>	Fall of the Berlin Wall AIDS First generation “latchkey” kids Personal computers Atari MTV	Independent Efficient Results-driven Flexible Unimpressed with authority Emphasis on family Like to give and receive feedback Prefer more informal communication Want straight talk—present the facts	Willing to use technology Multitaskers Optimistic Collective action Steadfast	Don’t like micromanagers Focused on efficiency Challenges others	
<b>Gen Y</b> <b>Born: early 1980s-mid 1990s</b> <b>AKA: Millennials, Generation Next, Echo Boomers</b>	9/11 attacks Oklahoma City bombing Columbine War on terrorism Great Recession World Wide Web Social media/networking	Confident Optimistic Innovate Collaborative Civic-minded Respect competence not titles High self-esteem Value positive reinforcement Prefer informal communication	Creative Works independently Tech-literate Adaptable Charts new course	Expect leaders to be competent Not afraid to be upfront with leadership Trouble dealing with difficult people Heavy use of technology to communicate	

Generation	Influential events	Characteristics	What they bring to the team	Potential for conflict
<b>Gen Z</b> <b>Born: mid 1990s-TBD</b> <b>AKA: New Silent Generation, iGen, Plurals, Founders, Centennials</b>	Emergence of mobile devices War on terrorism Great Recession Digital revolution First African-American president Same-sex marriage Ongoing racial and ethnic tensions	Value individualism Diverse Pragmatic Cautious Shorter attention span Entrepreneurial Tech-savvy Desire feedback or coaching Adaptable Want flexibility Value happiness	Tech-savvy Highly efficient multi-taskers Well educated Culturally diverse Deep sense of a global viewpoint Great at working on their own	High expectations of managers May challenge the “status quo” Expect to see real-world impact May not prefer working as a group