

Building an Effective Multigenerational Workplace



Gen Xers 1961-1981

Skeptical about authority?

Tend to see the glass half empty?

Go at it alone?





Baby Boomers 1946-1964

Are you a rule follower?

Out of touch?

Are you loyal and self-sacrificing?

Millennials 1980-2001

Entitled?

Lazy?

Love technology?

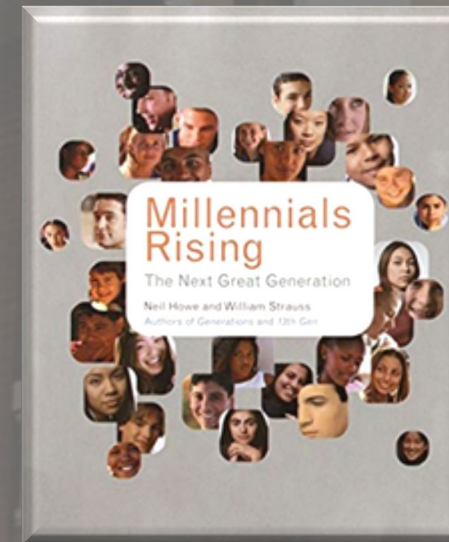


Generation Y vs Millennials

Harvard



Strauss & Howe



Unexpected Technology Impacts

Image Curation

Filtered Content

Ease of Use



Current Education System

- \$39,500 average student loan debt
- “Non job applicable skills”
- Time intensive (2-8 years)
- \$28,000 median earnings
- US Student Loan Debt Grew 40% in the last 5 years \$1.41 trillion

Quiz

Generation Y and Millennial are interchangeable?

False!



Quiz

Technology only impacts us on a sociological level?

False!



Quiz

*Millennials are not able to buy houses
because they spend too much on avocado
toast?*

True, Washington Post





Nick Confessore ✓

@nickconfessore



If I forego my daily avocado toast and save \$50 a week at 5% interest, I can save \$33,644 in just a decade!

♡ 92 1:56 PM - May 15, 2017



💬 32 people are talking about this



The ABCs Of Multigenerational Management

1

Alignment

The Generation Responses

**Baby Boomer
Bob**



- Base salary?

**Generation X
Jill**



- Leadership opportunities?

**Millennial
Mark**



- Work from home?



Adam's Equity Theory



ADAM'S EQUITY THEORY CONSEQUENCES

- Decrease Output
- Push for More Authority
- Go into survival (9-5) mode
- Become Resistant





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Projeté de la CERS-4000
ANNEE 2011
90/11 1384

Imager.M2m



Expectation Setting Areas

- Work/Life Balance
- Work Ethic
- Culture
- Communication Protocol



Entitled Employees

1. Have you ever felt your skills weren't good enough for the task?

2. Tell me the last time you made a mistake?

3. What is your expectation of your career progression working here?



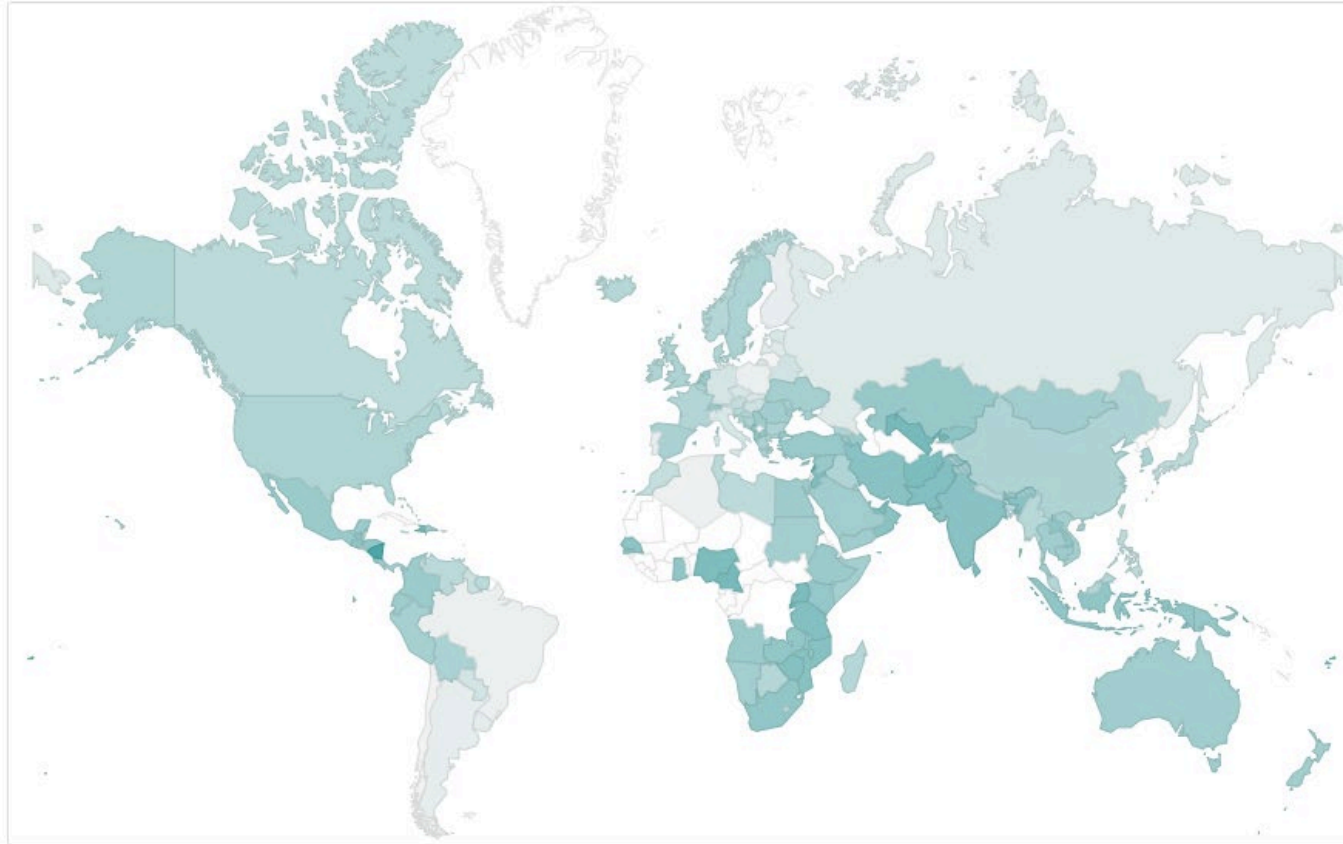


Quality Control Checklist protocol

Culture

"The collection of shared values"

Culture Styles Ranked by Industry

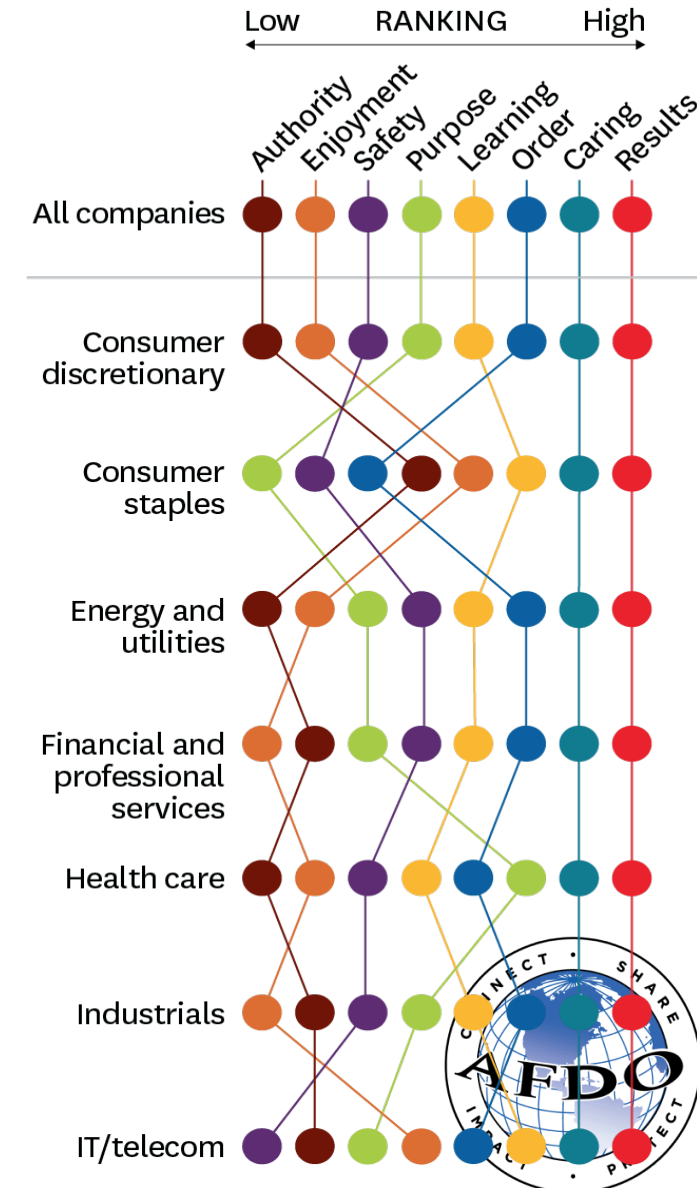


Top Extraverted countries

1. Nicaragua (57.49%)
2. Lebanon (56.39%)
3. Rwanda (55.16%)
4. Uzbekistan (54.25%)
5. Cameroon (54.22%)
6. United Arab Emirates (54%)
7. Uganda (53.85%)
8. Afghanistan (53.78%)
9. Nigeria (53.72%)
10. Fiji (53.63%)

Top Introverted countries

1. Lithuania (55.6%)
2. Chile (55.46%)
3. Algeria (55.15%)
4. Faroe Islands (55.11%)
5. Brazil (54.93%)
6. Poland (54.83%)
7. Finland (54.65%)
8. Portugal (54.65%)
9. Argentina (54.57%)
10. Uruguay (54.38%)



Quiz

Checklist protocols are used to improve company morale?

False!, Work Quality



Quiz

To screen for entitlement, ask questions about the past work consistency?

False!, mistakes



Quiz

It is illegal to take pictures in airport bathrooms?

False, only if people are involved



Exercise

<https://docs.google.com/document/d/1598wRu4dH5sfX6Uez2UMIF0kNV8Uyk9cnN-jEYr1HiM/edit?usp=sharing>

Top 3 Most Accurate/Creative

Exercise Results – Uncovering Hidden Context

- Video Feedback (loom.com)
- Reciting Feedback

The ABCs Of Multigenerational Management

1

Alignment

2

Build





Vertical to Horizontal Engagement


Values and Beliefs



Solving Intergroup Conflict

Thomas Pettigrew PhD.
Research Professor
Social Psychology
UC Santa Cruz



A photograph of three people (two women and one man) looking at a silver Samsung Chromebook laptop. The laptop has the 'chrome' logo and 'SAMSUNG' text on its lid. The background is blurred, showing an indoor setting.

Emotional Connection



All Port Conditions

Equal Status

Common Goals

Intergroup
Cooperation

Institutional
Support



THE BEST GIFT
IS YOU!

A black and white photograph of a woman pushing a stroller past a large mural. The mural features the text 'THE BEST GIFT IS YOU!' in a hand-drawn, blocky font. Below the text are two large, hand-drawn hands with fingers spread, as if holding something. The background of the mural is a mosaic of small, irregular shapes. A parking sign is visible on the right side of the mural.

Volunteering

Project ROI

20% ↑ Morale
7.5% ↑ Engagement
13% ↑ Productivity
50% ↓ Turnover



Scratch the Surface



Reverse Mentorship



Jack Welch & Andrew Grove
Past CEOs of GE & Intel





Quiz

Volunteering time off can help indirectly improve team morale?

True!



Quiz

50% of people are more engaged when they have 5 friends they work with?

False!



Quiz

Adam Equity's solely focuses on demographic inclusion?

False!, Fairness



Quiz

The office water cooler is the place where adults can act like high schoolers?

True



Exercise

https://docs.google.com/document/d/1XYGSfYjS_i9-w8gzm0yoKSG-bzUTbN-LngM1ELR-RSs/edit?usp=sharing

Interpretations



The Actual Culture

- Earth Worshiping culture.
- Males are subordinate to females.
- Leader padding was checking for weapons.
- Females placed in seat of honor, closest to the ground.
- Men drank first to test for poison.
- King must ask the queen for permission.
- Woman was chosen due to her having the largest feet.

THE ABCs OF MULTIGENERATIONAL MANAGEMENT

1

Alignment

2

Build

3

Communicate



The Generational Responses

**Baby Boomer
Bob**



- Little Feedback
- Annual Review

**Generation X
Jill**



- Monthly Feedback
- Tell them during next 1v1

**Millennial
Jeff**



- Immediate Feedback
- Now

43%

Decrease in referral rate regardless of
negative v. positive feedback

LEADERSHIP

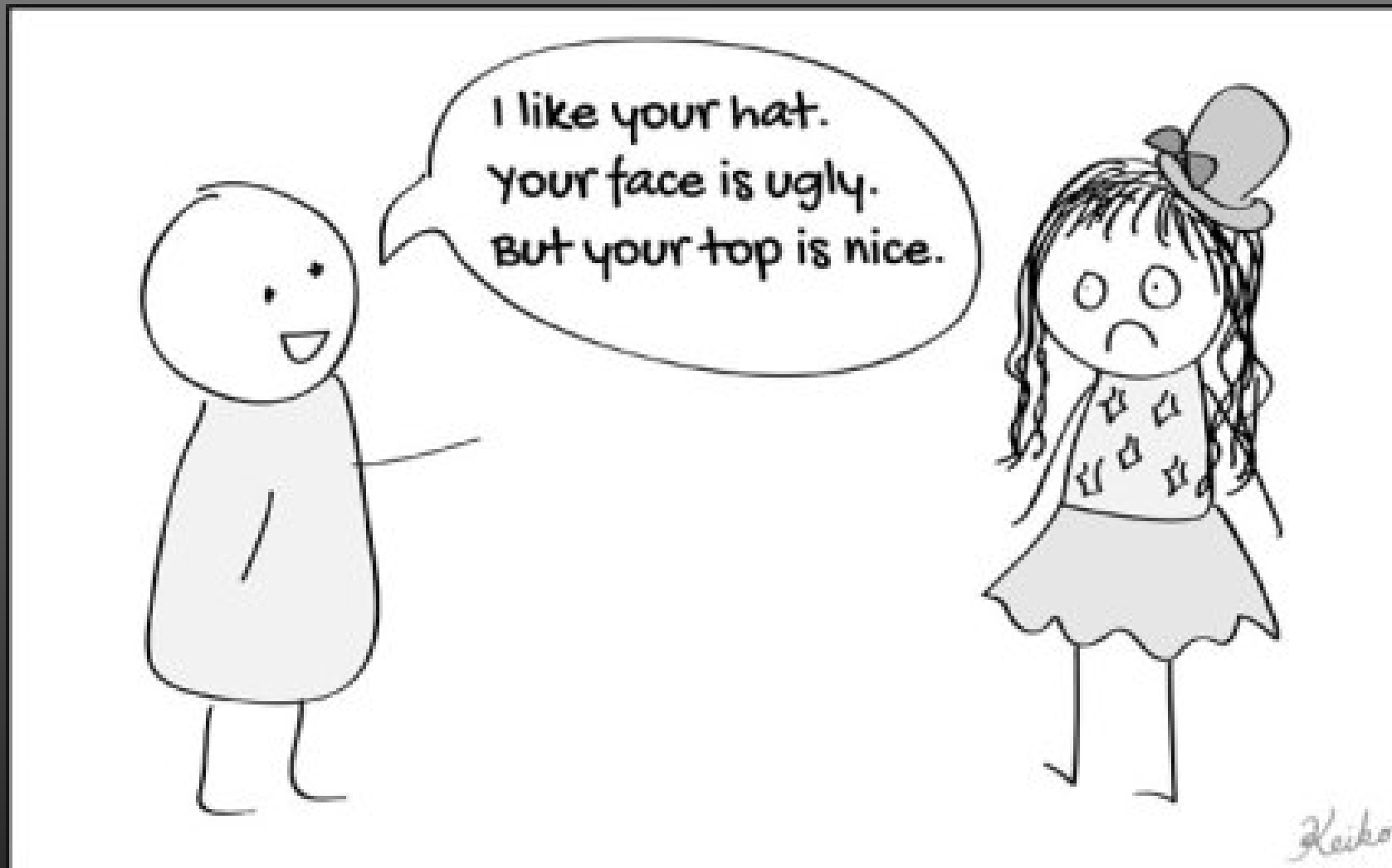




Feedback Consistency

How to Give Feedback





Directive v Implicit Feedback

Consistent One on Ones

- Backfill anticipation
- Process improvement
- Employees feel heard
- Increase in engagement



Quiz

Feedback sandwiches do a good job at splitting the negative and positive feedback?

False



Quiz

Directive feedback reveals the process problem to the employee?

True/False



Exercise

<https://docs.google.com/document/d/1hKxybLNYi05kXEDYhxgcHiLxzCWMa1ds7Zbfqx0BpO4/edit?usp=sharing>

Experiences with Step One



Step Two Setup

https://docs.google.com/document/d/1VYl4eV6p0lvS7VKxOyEYeKJA7wq1Re6Mwe63i_dgQyk/edit?usp=sharing

Advantages: Systematic Ideation

- Overcomes Introversion/Extroversion
- Maximizes everyone's knowledge.
- Team's ability to debate is the key to harnessing knowledge
- Utilized as accounted quality control
- The facilitator will determine if people feel open to sharing.
- History will determine if people will continue to share.

Use Cases: Systematic Ideation

- Business Development
- Engineering Teams (Software, Electrical)
- Lunch and Learns / Retrospectives
- Anywhere with junior/senior positions regarding technical knowledge

The ABCs of Multigenerational Management

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INSPIRING PURPOSE





Christmas Day 1914

*“We must know the past in order to
avoid repeating it in the future”*

*“We must know each other in order to build
a future”*



Building an Effective Multigenerational Workplace

Slides: jeffjbutler.com/slides

