

Supervising the Generations of Employees

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Commonalities of ALL Generations

- ┌ First time all 4 generations are in the workplace together
- ┌ All generations rebel at some time to "be different" - but globally we're the same...
- ┌ Generation Change Drivers =
 - Parenting Trends
 - Technology
 - Lifespan

Generation: Veterans

Characteristics:

Born before 1944

35 million in US population today

5% of workforce

Most affluent

Strong military influence

Group or Team Orientation

"We First" Generation

Generation: Baby Boomers

Characteristics:

Born 1944 - 1960's

80 million in US population today !!

45% of workforce

Most influential

Competitive

Workaholic

"We Are Running the Show" Generation

Generation X: Baby Busters

Characteristics:

Born 1960's - 1980

45 million in US population today

40% of workforce

Most cynical and jaded

Carpe Diem generation

Loyal to people, NOT organizations

"Prove It To Me" Generation

Generation Y: Gen X on Steroids

Characteristics:

Born 1980 - 2000

75 million in US population today !!!

10% of workforce - but growing !!!

Optimistic and Energetic

Ambitious yet aimless

An Army of One - individuals in a pack

"Adult-olescent" Generation

Managing the Different Generations: 3 Things to Consider

- "We assume you want what we want..." - Definition of Success
- "What we did, you'll have to do it too..." - Pay Your Dues Definition
- "When I was your age..." - The Next Generation Has it Easier



Managing the Veterans

ASSETS

- Stable
- Detail Oriented
- Thorough
- Loyal
- Hardworking

LIABILITIES

- Inept with ambiguity & change
- Reluctant to buck the system
- Uncomfortable with conflict
- Reticent when they disagree

Managing the Boomers

ASSETS

- Service Oriented
- Driven
- Willing to "go the extra mile"
- Good at relationships
- Wanting to please
- Good team players

LIABILITIES

- Not naturally "budget minded"
- Uncomfortable with conflict
- Reluctant to go against peers
- May put process ahead of result
- Overly sensitive to feedback
- Judgmental of differences
- Self-centered

Managing the Xers

ASSETS

- Adaptable
- Techno-literate
- Independent
- Unintimidated by authority
- Creative

LIABILITIES

- Impatient
- Poor People Skills
- Inexperienced
- Cynical

Managing the Nexters

ASSETS

- Collective Action
- Optimism
- Tenacity
- Heroic spirit
- Multi-takers
- Techno-savvy

LIABILITES

- Need for supervision & structure
- Inexperienced, particularly with handling difficult people issues

Wrap It Up...

- ┌ What are some stories you have?
- ┌ "Just Happen to Be Native American?"
- ┌ Need to Understand and Apply?
- ┌ Issues to be Concerned About?

- ┌ Take it one step at a time and learn...