Working with Intergenerational Teams

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Objectives

➢Understand differences in order to build successful multigenerational workplaces

➢ Identify the needs of each generation to challenge assumptions and biases in an effort to collaborate more effectively

Name that Tune

Group A

Group B

Group C

Tunes Revealed

Group A

1. **Coldplay** – Clocks
2. **Avril Lavigne** – Complicated
3. **Outkast** – Hey Ya!
4. **The White Stripes** – Seven Nation Army
5. **M.I.A.** – Paper Planes

Group B

1. **Cyndi Lauper** – She Bop
2. **Nirvana** – Come As You Are
3. **Blondie** – Rapture
4. **Beastie Boys** – (You Gotta) Fight for your Right (To Party)
5. **Corey Hart** – Sunglasses at Night

Group C

1. **Gordon Lightfoot** – Sundown
2. **The Mamas and the Papas** – Dedicated to the One I Love
3. **Five Man Electrical Band** – Signs
4. **Aretha Franklin** – Think
5. **The Beatles** – Hey

The Unique Workplace of 2018 and beyond

- For the first time in history, four generations are side by side in the workplace! (Kane, 2014)

- In the next 10 years, 80 million Baby Boomers will retire, and 70 million Millennials will mature into the workforce. (Kane)

- By 2025, Millennials will make up almost 75% of the global workforce (Bentley University, 2017)

Stereotypes

What are they?

A widely held but fixed and oversimplified image or ideas of a particular type of person or thing.

(Oxford English Dictionary)

Stereotypes

- Can limits the contributions of people of all ages and organizational levels,

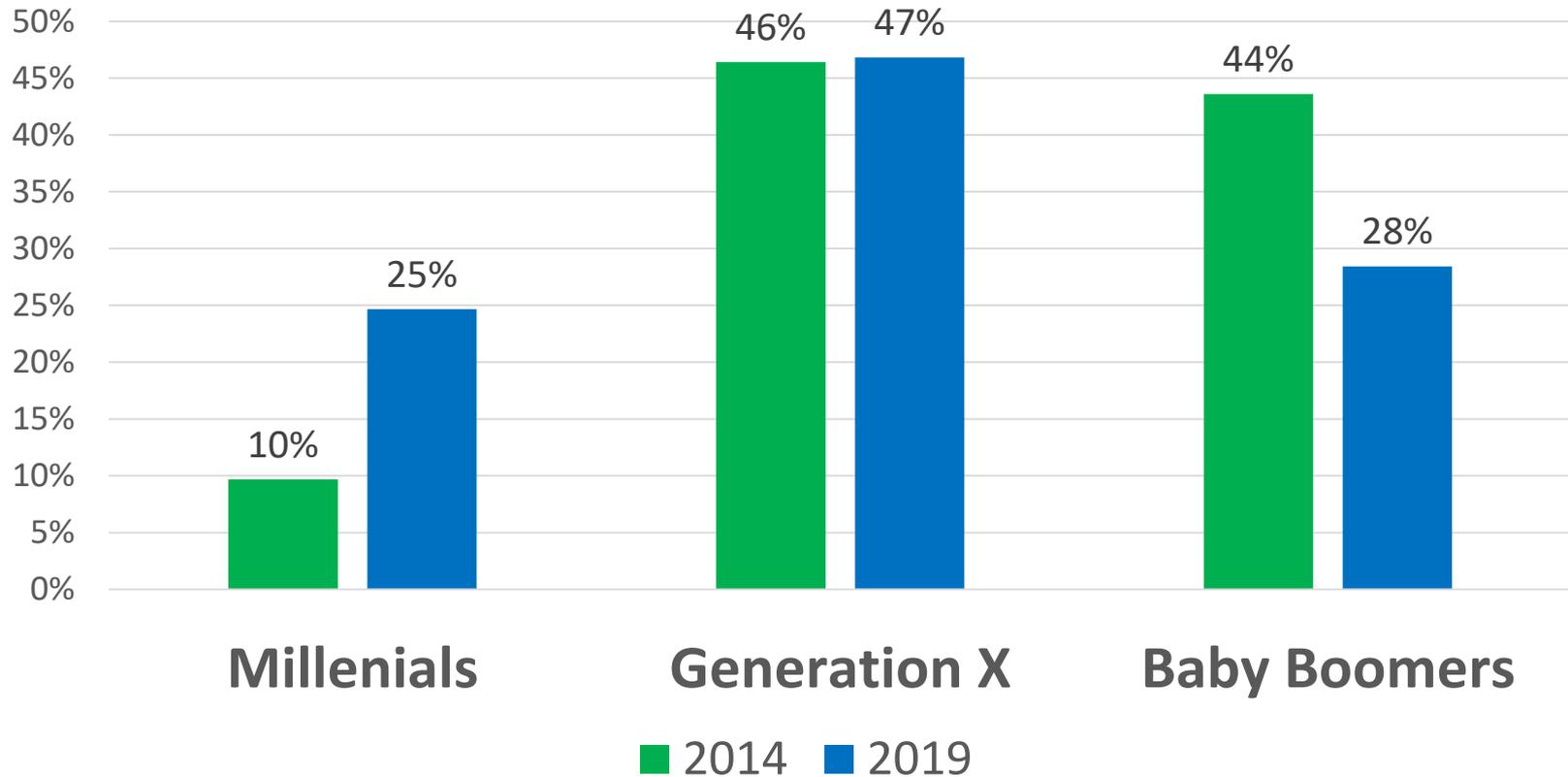- Could be damaging to collaboration, productivity, relationships and individual self-perception.

- Useful in understanding trends can be useful

- Can help in planning and prioritizes

When dealing with Performance or Behavioral Issues

Did you know?

The Generations at McGill
(Administrative and Support Staff)

Bar chart showing generational percentages comparing 2014 (green) and 2019 (blue):
- Millenials: 10% (2014), 25% (2019)
- Generation X: 46% (2014), 47% (2019)
- Baby Boomers: 44% (2014), 28% (2019)

Legend: 2014, 2019

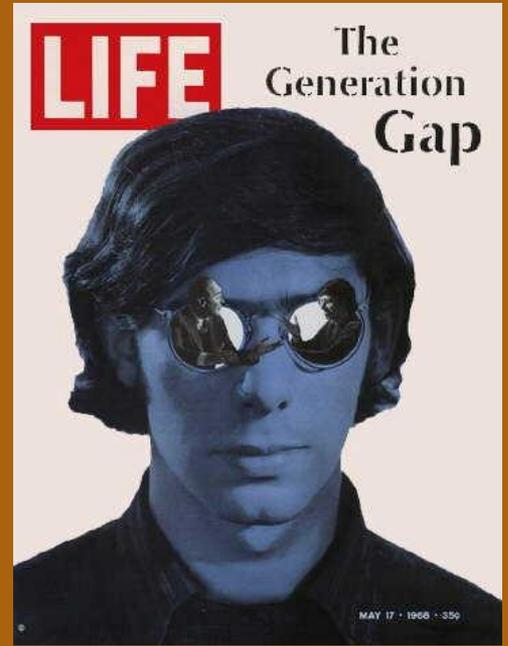# Create your time-capsule from your generation

- ◦ Music
- ◦ Film/TV
- ◦ Fashion
- ◦ Significant Events
- ◦ Stereotypes

De-brief

Cuspers

- Those born at the cusp of one generation and another. (Lancaster, 2003)

- They may identify with trends and characteristics belonging to both generations.

Baby Boomers

1946-1964

* Data from multiple sources

Baby Boomers

- Born between 1946-1964 (Post-World War II)

- 50s and 60s

- Rejected traditional values. Embraced civil rights movement, women's rights, anti-war, free love

- Grew up with increasing affluence & government programs

- Received peak-levels of income

Baby Boomers at work

Baby Boomers at work

- Exiting the workplace – in the next decade, 80 million will leave

- Work-centric – hardworking and motivated by professional accomplishments

- Independent – Grew up in an era of reform, they question established authority at work

- Work centric lifestyle

- Competitive and Goal Oriented

- Dual income spouses

Baby Boomers
The challenges

- Have a harder time adjusting to workplace flexibility trends

- Believe in "face time" at the office : Presentism

- Do not share the same "work-life" balance values as Generation X and Generation Y
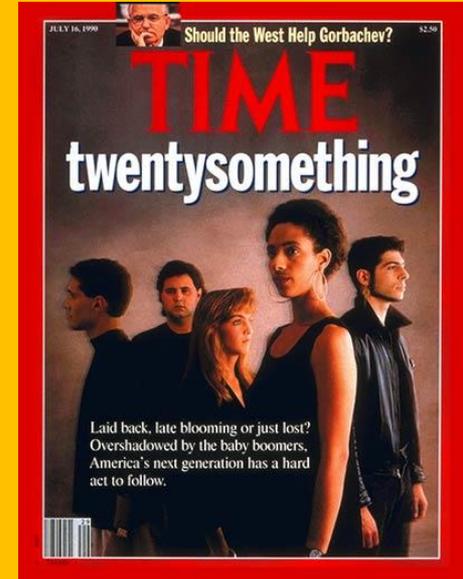
Generation X
1965-1980

* Data from multiple sources

Generation X

- Born between 1965 and 1980

- Smallest generation

- Late 30s, 40s and early 50s

- Mid-level positions

- Known as "Latch-key Kids"

- Came of age with rising divorce rates and two-income families

Generation X at work

Generation X at work

- High value on family time

- High risk of culture clash with Traditionalists and Baby Boomers

- Dislike rigid work requirements - Independent mindset and entrepreneurial spirit

- Value freedom and autonomy - Often prefer working alone

- Not to keen on too much face time ... may dislike meetings

- Sense of rebellion against authority

Generation X
The challenges

- Individualistic in a work environment that is getting more and more "team based"

- Not interested in traditional perks in the same way as Boomers or Traditionalists
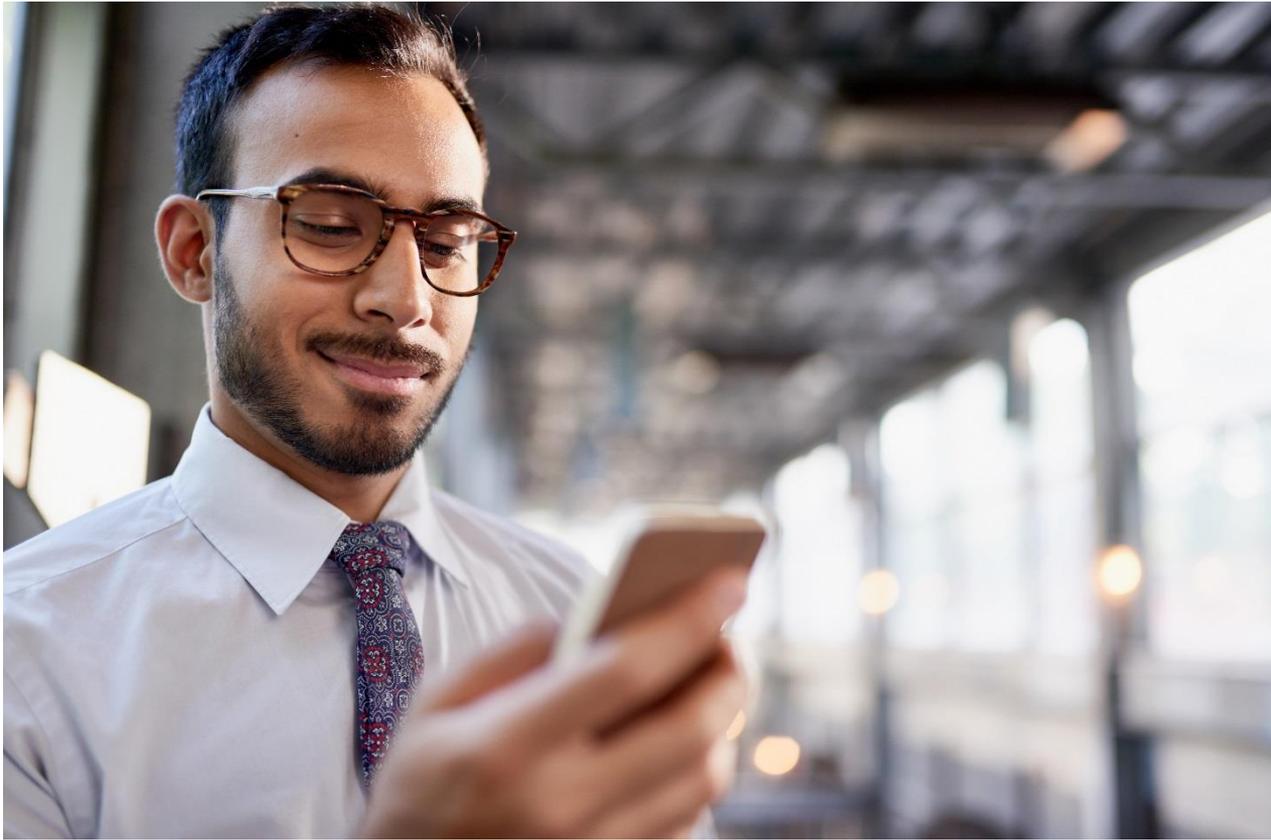
Millennials
(Generation Y)
1981-2000

* Data from multiple sources

Millennials

- Generation Y or Echo Boomers.

- 20s and 30s

- Fastest growing segment of today's workforce : 70 million+

- Grew up with helicopter parenting and high level of personal recognition

- Boomerang Generation

Millennials at work

Millennials at work

- Work expectations are high

- Work-life balance is critical

- Perceived as uninterested in "long-term" relationships and loyalty to their work environments : move quickly from job to job

- Loyal to their colleagues and supervisor but not tied to the organization

- Risk-takers : not afraid to fail to learn and grow

Millennials at work

- Value meaningful work and responsibility over title and pay

- Crave team work, collaboration

- Value transparent communication and being in the loop

- Challenge all levels authority and the need to "move up"

66% would like to start their own businesses and 37% want to work on their own

Millennials
The challenges

- Have negative stereotypes from all generations… *including themselves*

- Described as the "emotionally needy" generation

- Don't want to be micromanaged at work

- Expect to be mentored and have access to lots of training

- Favor texting and emails over face-to-face interaction… *or do they?*

*51% said they prefer face-to-face

Silent Generation or Traditionalists

1925-1945

* Data from multiple sou

THE NEXT GENERATION

2000 and beyond

➢ Generation Z? Homeland Generation? Post-Millennials?

➢ Born connected to the internet

➢ Entering the workforce with the gig economy and increasing automation of blue and white collar jobs

Working with Different Generations

Considering the preferences of each generation in the workplace, how can we best work together as intergenerational work groups?

What are some specific strategies you might use?

Working with Different Generations - Debrief

How to work with Baby Boomers

- Foster the need for structure and punctuality
- Value their experience and work ethic
- Make an effort to have face-to-face conversations
- Capitalize on their ways of being in the workplace

How to work with Generation Xers

- Respect their need for autonomy
- Align work policies with their need for flexibility
- Be clear on what you are looking for
- Allow them to challenge experts and authority

How to work with Millennials

- Be transparent & upfront

- Be collaborative & open

- Offer lots of learning options

- Flexible hours and collaborative work tools where available

- Be supportive, offer frequent feedback and positive reinforcement

- Challenge negative stereotypes

Closing thoughts

- Remember each generation is a product of the world they grew up in

- Avoid overgeneralizing, rather focus on the individual

- Challenge your own assumptions

- Ask questions with curiosity in order to better understand each other's perspective

- To learn more, join us for our half-day workshop!

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