Managing the Generational Divide in Today's Digital Workplace

Who's in the room?

Baby Boomers
born 1946-64

Who's in the room?

Generation X
born 1965-80

Who's in the room?

Millennials
born 1981-99

Who's in the room?

Generation Z
born 1995-2012?
How do you connect with the most diverse, wired, impatient, skeptical, demanding, fun-loving workforce in US history?

What are the common generational differences you deal with as you work?

**Influences**

**Boomers**
- Family Stories
- Schools
- Places of Worship
- Radio
- Billboards
- Newspapers
- Magazines
- Movies
- Neighbors
- Television

**Generation Z**
- Family Stories
- Schools
- Places of Worship
- Radio
- Billboards
- Newspapers
- Magazines
- Movies
- Neighbors
- Television
- Calculators
- Portable Radios
- Portable Tape Recorders
- Cordless Phones
- Personal Computers
- Pagers
- Cell Phones
- Global Positioning Systems
- Menu-Driven Software
- Presentation Software
- Digital Still Photography
- Text Messaging
- World Wide Web
- Meta-Search Engines
- Digital Video Photography
- Electronic Shopping Cart
- Video Phones
- Swipe Technology
- Downloadable Entertainment
- Cookies
- Social Networking
- Skype

The dividing line between today's generations is digital technology.

**Digital Immigrants**

**Digital Natives**
Live to work
Work to live

Career
Contract

Rhythm and Routine
Flexibility and Freedom

Work ethic?
Entitlement?

In the future
Consult key people

In the now
Survey 1000 friends
Debt is abhorrent

Debt is a reality

Solve the problem

Find out who’s solved it

Face, phone and e-mail

Tweet Text and Snapchat

Right is right. Wrong is wrong.

Right and wrong are relative.

Greater good

Community

Individual Rights

Which of these comparisons resonates with you the most and why?
Question:
How do your communication habits, *for better or worse*, differ from those in the generations around you?

Question:
How does your approach to work, *for better or worse*, differ from those in the generations around you?

Question:
How does your sense of career and contract, differ from those in the generations around you?

Improve screening.
Focus on behavior rather than answers.
Assess for practical skills.
Make on-boarding a priority.
Provide a pre-start video.
Work to ensure the “fit.”
Show them the big picture.

Set clear expectations
Make them measurable.
Provide the reasoning.
Establish a “check-in” process.

Embrace generational differences
Welcome the conversation.
Compel cross-gen teams.
Discuss and dispel myths.

Establish communication protocols
Establish protocols
Consider training on phone and written communication
Enforce the protocols

Implement purposeful cross-gen coaching.
Train on the principles of coaching.
Work to obtain buy-in.
Invite rather than assign.

Implement Management Succession Planning and Knowledge Transfer
Empathize with topping out.
Introduce opportunities for mentoring.
Provide temporary opportunities for supervision and leadership.
Assign an implementation champion.
What are your take-aways?
How will you implement them?