



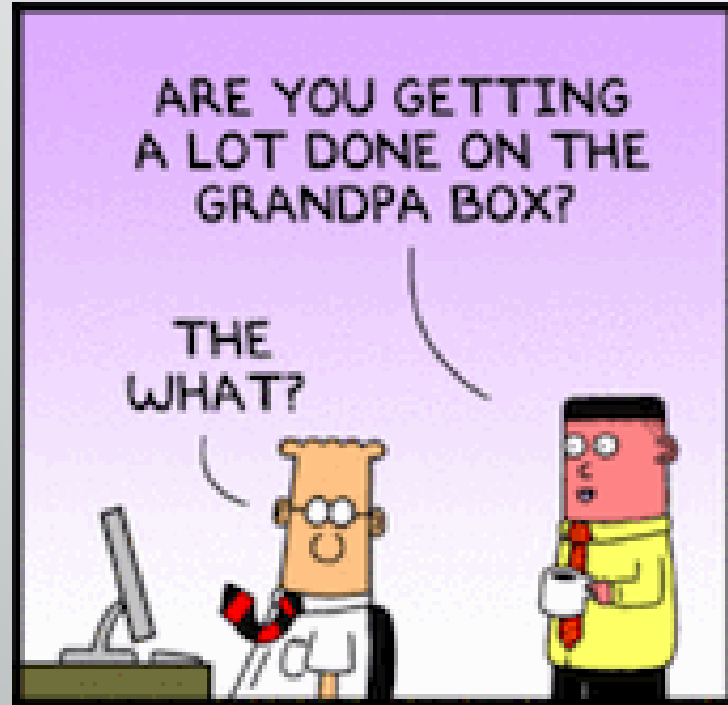
Working in Harmony Across the Generations

Penny Owens, CPPO
NIGP Chapter Ambassador
Area 3

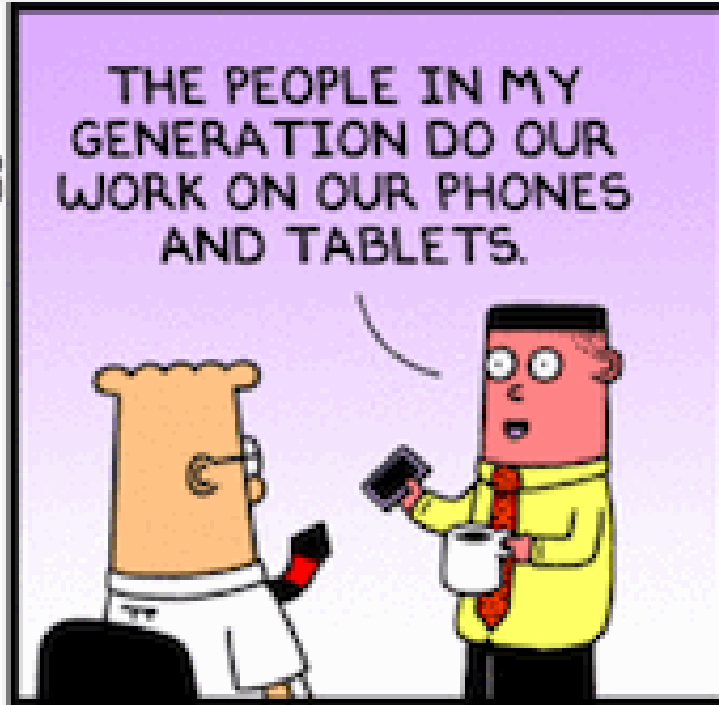


Multiple Generations in the Workplace

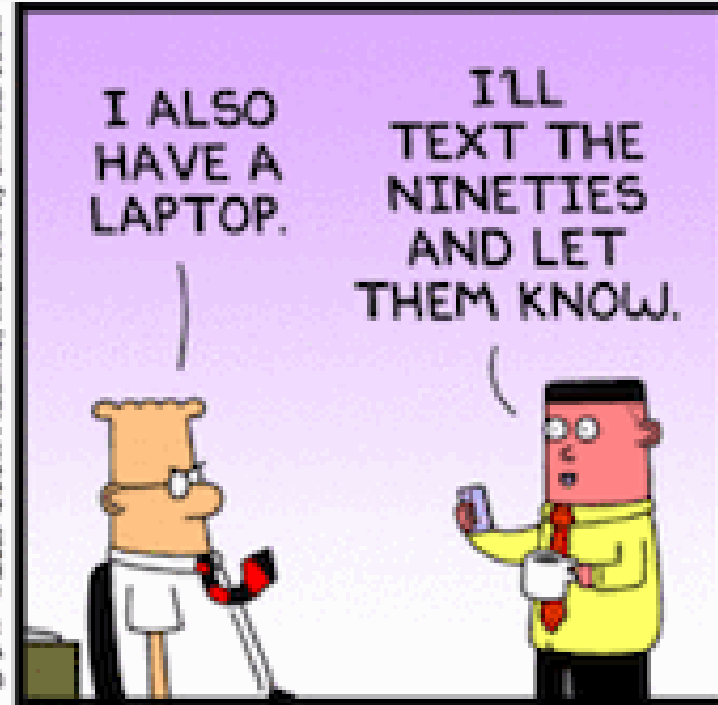
- Unprecedented Time – Up to 5 generations working together in our chapters



Dilbert.com DilbertCartoonist@gmail.com



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Who are these generations?



Traditionalists
Born Before
1946



Baby Boomers
Born 1946 -
1964



Gen Xers
Born 1965 -
1980



Gen Ys or Millennials
Born 1981 -
1995



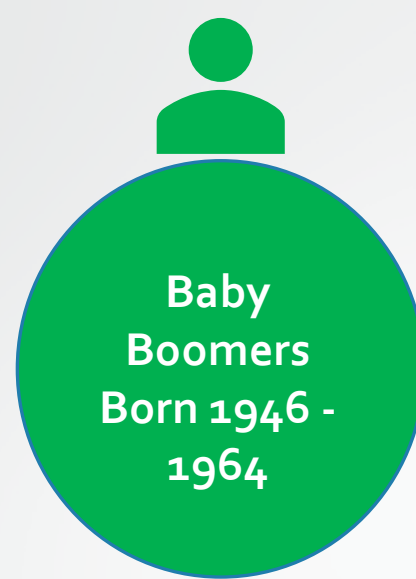
Gen Zs
Born 1996 -
2012

Which one are you?

- Justin, add the question here to have them choose if they are a Traditionalist, Baby Boomer, GenX, GenY, or GenZ



Technology	Hesitant, doesn't embrace tech
Communication	Phone/F2F - Formal
Reporting	Heirarchy
Needs	More time off, Full Med Benefits
Professional Development	Seminar/class
Mentoring	Ensure knowledge transfer



Technology	Hesitant to capable
Communication	F2F/Phone/Email - Formal
Reporting	Heirarchy
Needs	More time off, Full Med Benefits, Workaholics
Professional Development	Seminar/class
Mentoring	Ensure knowledge transfer



Technology	Mix...some hesitant, some very capable, some experts
Communication	Email/IM - Less Formal
Reporting	Me generation, Competitive, grew up respecting heirarchy
Needs	Aging, time off, family - wants to be challenged but work/life balance
Professional Development	Mix seminars/JIT
Mentoring	Pair them with seasoned employees



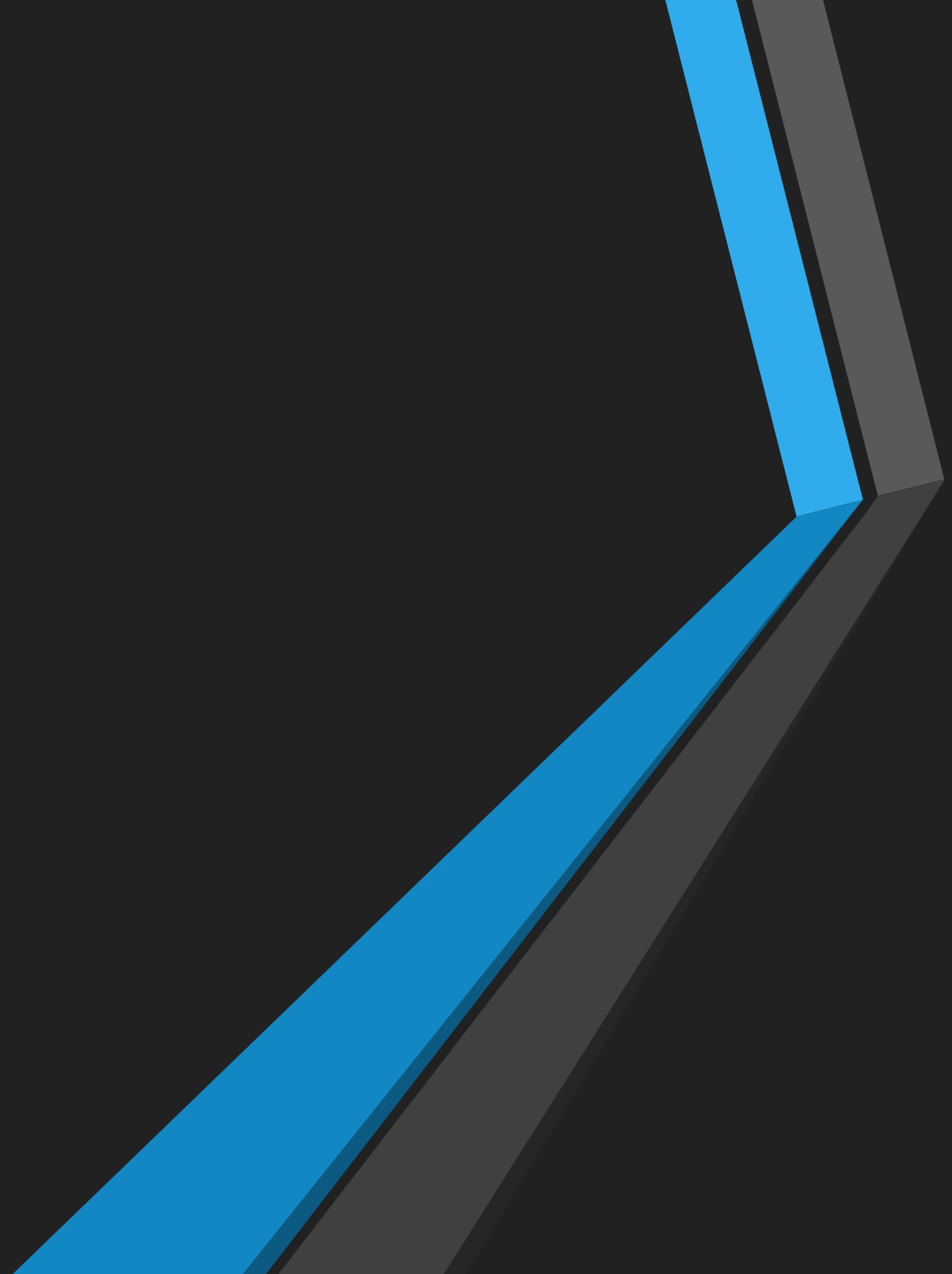
Technology	Experts; expect it at work, might be discouraged if not available/used
Communication	Social Media/Email/IM - informal
Reporting Needs	Mentored Team, Network Work has to match values, team oriented
Professional Development	JIT learning, ongoing input
Mentoring	Pair them with seasoned employees, want coaches

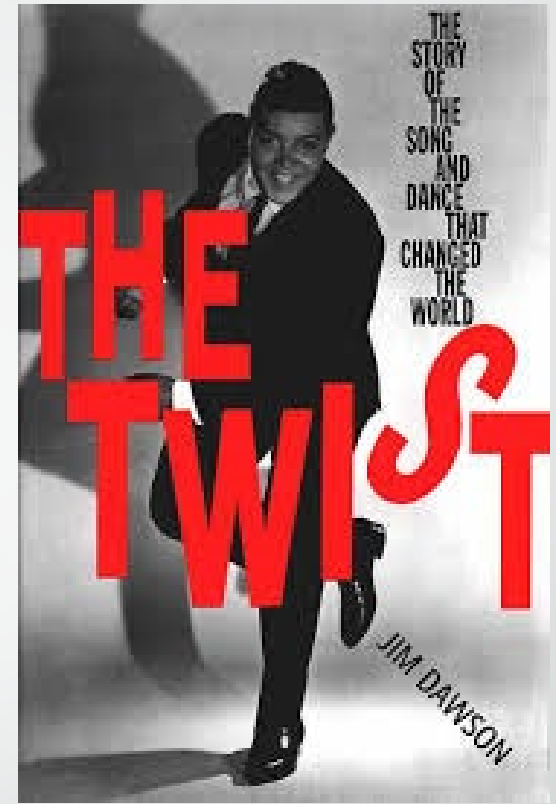


Technology	Live, eat, breath it; expect it at work, might be discouraged if not available/used
Communication	May not interact well F2F, online - informal
Reporting Needs	Online, Network
Professional Development	Challenge, quick advancement, independent
Mentoring	Online, JIT learning
	Pair with seasoned but allow to work independently

Let's Dance!

Can you guess the generation?





What's Your Jam?

- Justin, please enter a question here to see which is the favorite dance of the attendees: Bunny Hop, The Twist, The Hustle, The YMCA, Gangnam Style, or Cha Cha Slide

We know who
they are...now
what?



Bridging the Gap

- Find Common Ground
 - Share common activities
 - Understand what motivates your employees
 - Doing less with more means need for more teamwork
- Avoid Negative Stereotypes
 - Takes conscious efforts
 - Not all have the traits of their generation
 - Workaholic, always on phone, wants to move ahead quickly

Bridging the Gap

- Learn from each other
 - Seasoned generations share experience, newer generations teach “old dogs a new trick”
 - Set up cross-generational mentoring opportunities
 - Value diversity and inclusion
 - Have patience with each other

Bridging the Gap


- Work-life balance
 - Seasoned – emphasis on work ethic
 - Younger – grew up with both parents working
 - Value balance
 - Want their work to have value
- Facilitated Retreat
 - Team Building
 - Communication exercises
- Use new recruitment tools

Bridging the Gap

- Communication Style
 - Communicate with your staff members in the style they prefer
 - Phone
 - Email (via the Grandpa Box)
 - Text
 - Stop to listen - this goes for ALL generations

How do you communicate?

- Justin, can we do a three part question here? Part 1 is do you prefer to read a hard copy book/magazines or on a device?, part 2 do you shop online or in the store?, part 3 Do you use Facebook/Twitter or Snapchat/Instagram



Now that we have that figured out.....

*Coming Soon to an Office
Near You*

GENERATION ALPHA!!!!

Born after 2012

“Born to digital technology like it’s a fifth element of nature, Alphas will be the wealthiest, the most intensely educated and most dynamic generation that human society has yet seen.” -Joe Nellis, Prof of Global Economy, Cranfield School of Management (2017)

Technology is embedded in their life – many may never drive a car



Questions??

Contact Information

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