

Generational Differences



in the workplace

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DISCLAIMER

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Generations in the US Workforce

One size doesn't fit all when it comes to today's workforce. Four generations of workers means four approaches to work.



BOOMERS
1946-1964



GEN X
1965-1980



MILLENNIALS
1981-2000



GEN Z
2001-2020

Greatest Gen

BORN: 1925–1945 {100-80}

Dependable Straightforward Tactful Loyal

Shaped by: The Great Depression, World War II, radio and movies

Motivated by: Respect, recognition, providing long-term value to the company

Communication style: Personal touch, handwritten notes over email

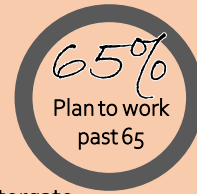
Worldview: Obedience over individualism, age equals seniority; advancing through hierarchy



Boomers

BORN: 1946–1964 {70-60}

Optimistic Competitive Workaholic Team-Oriented



Shaped by: Vietnam War, Civil Rights Movement, Watergate

Motivated by: Company loyalty, teamwork, duty

Communication style: Whatever is most efficient, including phone calls, and face-to-face

Worldview: Achievement comes after paying one's dues, sacrifice for success

Employers: Provide them with specific goals and deadlines, put them in mentor roles

Gen
X

I don't mess around with people over 42. They're built different. Their parents had them formally trained in something by age 2, had keys to the house at 5, could cook a meal by age 7, and were pretty much self-sufficient at the age of 9.

They left home at dawn every summer morning and didn't return 'till nightfall, all while surviving solely on water from garden hoses. They got the occasional sandwich on the off chance their friends' parents went shopping. They spent roughly $\frac{3}{4}$ of their lives alone with parents checking in on them maybe twice a month. Most have evaded at least one kidnapping attempt and know about 15 ways to get blood out of clothing.

GenX

BORN: 1965 – 1980 {60-45}

Flexible Informal Skeptical Independent



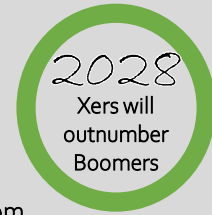
Shaped by: AIDS epidemic, fall of Berlin Wall, dot-com boom

Motivated by: Diversity, work-life balance, their personal-professional interest rather than the company's interests

Communication style: Whatever is most efficient, including phone calls, and face-to-face

Worldview: Quick to move on if their employer fails to meet their needs; resistant to change at work if it affects their personal lives

Employers: Flexible work arrangements, opportunities for development



Millennials

BORN: 1981 – 2000 {44-25}

Competitive Civic and Open-Minded Achievement-Oriented



Shaped by: Columbine, 9/11, the internet

Motivated by: Responsibility, the quality of their manager, unique work experiences

Communication style: IMs, texts, and email

Worldview: Seeking challenge, growth, and development; a fun work life and work-life balance; likely to leave an organization if they don't like change

Employers: Get to know them personally; manage by results; be flexible on their schedule and work assignments; provide immediate feedback



Gen Z

BORN: 2001–2020 {24-5}

Global Entrepreneurial Progressive Less Focused

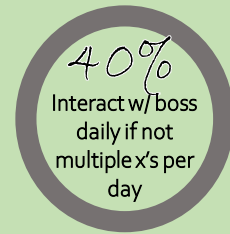
Shaped by: Life after 9/11, the Great Recession, access to technology from a young age

Motivated by: Diversity, personalization, individuality, creativity

Communication style: IMs, texts, social media

Worldview: Self-identify as digital device addicts; prefer to work with Millennial managers; value innovative coworkers and new technologies

Employers: Offer opportunities to work on multiple projects at the same time; provide work-life balance; allow them to be self-directed and independent



Take Away Challenge



Engage a colleague from a different generation than yours, and ask:

- "What's your preferred mode of communication?"
- "What can I do to help you feel valued in your work?"
- "How can we work better together?"



THANK YOU!

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