



Next Up: Leading the Multigenerational Workforce

During the break, please complete the entire front page of the *Values & Influence Assessment* which you received in your conference materials.



Riding the Wave

CAPITALIZING ON THE VELOCITY OF CHANGE

44TH ANNUAL ECC CONFERENCE

Leading the Multigenerational Workforce



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Making a Change: 4 Phases

1. awareness
2. awkwardness
3. skill
4. habit



The Generations

	Born		
WWII Generation	Before 1940	2 million	Less than 1%
Baby Boom Generation	1940-1960	36 million	24%
Generation X	1960-1980	68 million	44%
Millennial Generation	1980-2000	48 million	31%



Select your generation...

1. WWII Generation, born before 1940
2. Baby Boom Generation, born 1940 to 1960
3. Generation X, born 1960 to 1980
4. Millennial Generation, born 1980 to 2000



Your Employee Demographics

- WWII Generation (in their 70s & 80s)
- Baby Boom Generation (50s & 60s)
- Generation X (30s & 40s)
- Millennial Generation (teens & 20s)



Today 4 distinct generations work side-by-side...

1. What challenges can this mix of generations create?
2. What are the possible benefits?

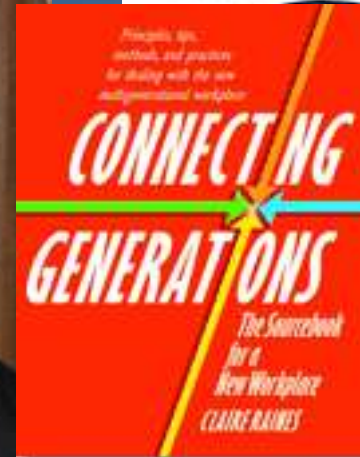
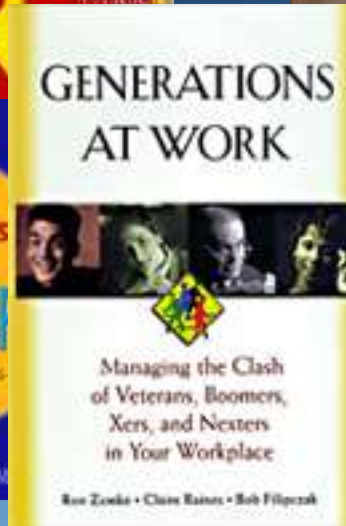


Actual Generation...

- vs. Generational Values

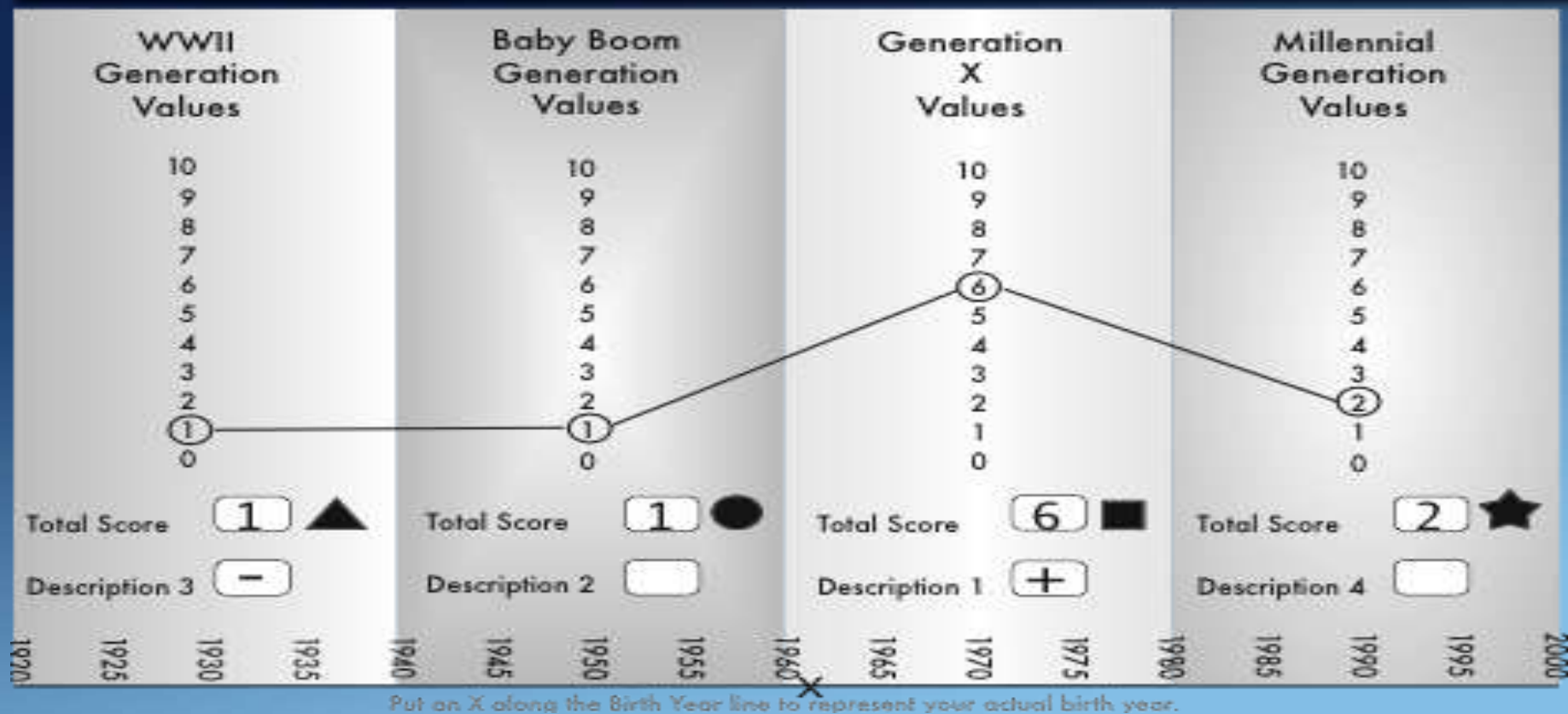


Values & Influence Assessment





Scoring the VIA





Your Values Group

1. WWII Generation Values
2. Baby Boom Generation Values
3. Generation X Values
4. Millennial Generation Values



WWII Generation Values

- loyal, dependable, conservative
- built the foundation
- clear chain of command
- leaders who take charge
- clear directions, written job description
- symbols that recognize service & loyalty



Baby Boom Generation Values

- competitive team players
- strong work ethic
- relationships & trust
- democratic, non-hierarchical organizations
- opportunities to influence & lead
- insider information



Generation X Values

- self-reliant, direct, results-focused
- flexibility & independence
- seeing work-life balance
- options: scheduling, work style, benefits
- often prefer to work on their own
- freedom to do the work in their own way



Millennial Generation Values

- positive, collaborative, ambitious
- high expectations for themselves
- upbeat & social
- collaborate with bright, creative colleagues
- plenty of questions
- constructive feedback, immediately



The Blind Side

WWII Generation

out-of-touch, unwilling to change

Baby Boom Generation

judgmental, overambitious, demanding



The Blind Side

Generation X

abrupt, cynical, uncommitted to the team

Millennial Generation

overconfident, unrealistic, hypersensitive



Your Challenge Group

- WWII Generation Values
- Baby Boom Generation Values
- Generation X Values
- Millennial Generation Values



The Titanium Rule

Do unto others keeping *their* preferences
in mind.



Mixed-Generation Teams

- Allow Gen Xers to work in ways that make sense to them.
- Put experienced colleagues into 2-way mentoring relationships.
- Find ways to reward knowledge transfer.
- Be available via text messaging to answer younger colleagues' questions.



Thank you!

We'd truly appreciate it if you would leave us
page 2 of the *Values & Influence Assessment*.
We're collecting data for research purposes.



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