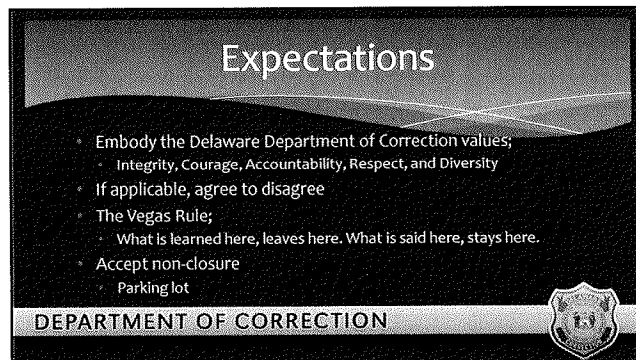
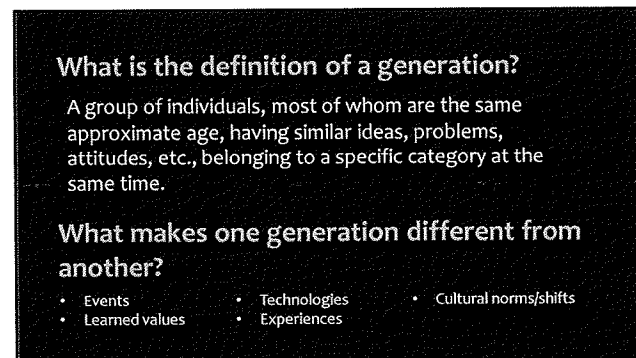


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3

Why is it important to identify generational differences in the workplace?

It is crucial to develop a learning culture that is collaborative and values each employee. We must build a culture that is harmonious, inclusive and productive.

4

Learning Objectives

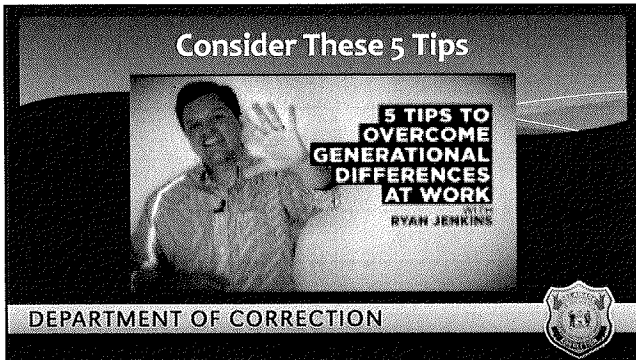
- Define the five generations
- Identify the historical context, value systems, and stereotypes of each generation and how these drivers impact workplace behavior and motivation
- Determine how your approach may need to change when communicating, working, and/or supervising different generations
- Cultivate insight, appreciation, and respect for what is important to each generation

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The White Family: Four Generations




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Matures/Traditionalists

- Born before 1945
- Lived through events such as the Great Depression, Pearl Harbor, WWII, and Hiroshima
- Heavily influenced by the Military
- 35 million people today
- Also known as the "Silent Generation"



K9 Unit

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Matures/Traditionalists

Values	Stereotypes
• Adhere to rules	• Old-fashioned
• Dedication/Sacrifice	• Practical
• Duty before pleasure	• Rule followers
• Law and Order	• "Company Men"
• Loyalty	• Out of touch
• Patriotism	• Not tech savvy
• Trust in Government	

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Matures/Traditionalists

Don't:

- Rush their departure; ask "when are you retiring?"
- Disagree without providing reasonable information
- Ignore their experiences
- Think that change comes easy

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Matures/Traditionalists

Do:

- Acknowledge their experience and expertise
- Speak positively of the agency's history and legacy
- Seek their input and insights; view them as a resource
- Communicate in-person, face-to-face

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Baby Boomers

- Born 1945-1964
- Lived through the Vietnam War, Civil Rights Movement, and the assassinations of MLK and the Kennedys
- 80 million people today
- Also known as the "ME" generation
- Most influential people right now



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Baby Boomers

Values

- Anti war
- Anti government
- Equal Rights
- Spend now save later
- Transformational
- Anything is possible; optimism
- Question everything

Stereotypes

- Overly Ambitious
- Optimistic
- Wealthy
- Workaholics
- Entitled
- Stubborn

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Baby Boomers

Don't:

- Assume you understand or know how they feel
- Rely solely on technology
- Assume they will tell you their struggles or join in your complaints
- Continue to question how many years of service one has served

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Baby Boomers

Do:

- Show them how you can help them use time wisely
- Assess their comfort level with technology in advance
- Demonstrate how important a strong team is
- Customize your style to their unique needs
- Look to them as mentors
- Recognize their experience and contributions
- Provide growth opportunities within your agency
- Communicate with them face-to-face

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Generation X

- Born 1965-1979
- Raised when national institutions were falling; church scandals, impeachment, divorce, etc.
- 45 million people today
- Also called "Gen Xers"
- Defined by "prove it to me"



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Generation X

Values

- Diversity
- Entrepreneurship
- Fun
- Being highly educated
- Independent
- Work/life balance

Stereotypes

- Skeptical
- Self-centered
- Risk-takers
- Lazy
- Know it all's
- Lack organizational loyalty

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Generation X

Don't:

- Try to underplay the challenges
- View questions as challenges to your authority
- Withhold information
- Underestimate their influence

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Generation X

Do:

- Appear to enjoy your work – remember “*carpe diem*”
- Reciprocal accountability and execution; follow up and follow through
- Put all the options on the table
- Be prepared to answer “why”
- Present yourself as an information provider
- Use their peers as testimonials when possible

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Millennials

- Born 1980 – 1994
- Lived through 9/11 and the dramatic change in safety and security
- 75 million people today
- Ascribe to “instant gratification”



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Millennials

Values

- Achievement
- Avid consumers
- Extreme fun
- Diversity
- Highly tolerant
- Competition
- Highly educated

Stereotypes

- Not hard working
- Want the easy road
- Anti-social
- Manipulative
- “Who you know not what you know”
- Entitled

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Millennials

Don't:

- Create a stressful or ambiguous environment
- Forget the importance of individuals
- Limit ways work can be done
- Restrict advancement opportunities

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Millennials

Do:

- Offer customization - a plan specific to the individual
- Offer peer-level examples
- Spend time providing information and guidance
- Develop clear growth or promotional opportunities
- Be willing to provide and receive real time feedback
- Set purposeful achievement goals
- Establish a work/life balance
- Be transparent and respectful of opinions

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Generation Z

- Born 1995 – 2010
- Digital natives, living in a period defined by technology, social media, and social justice movements
- 75 million people today



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Generation Z

Values

- "Social Justice Warriors" – prioritize diversity
- Value up-to-date technology
- Financially-Minded
- Politically Progressive
- Shrewd consumers
- Freedom of expression

Stereotypes

- Lack of accountability
- Insecure
- Short attention span
- Job-Hoppers
- Easily influenced

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Generation Z

Don't:

- Adopt group thinking concepts
- Position the job over money
- Have outdated technology
- Emphasize promotional titles

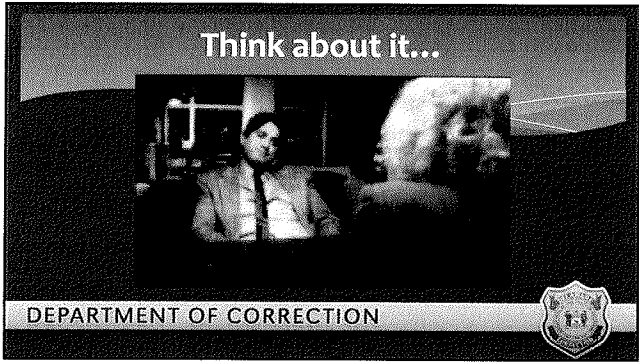
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Generation Z

Do:

- Create ways to collaborate and communicate in-person and online
- Use technology to communicate
- Offer opportunities to negotiate
- Respond to change quickly
- Value individual expression
- Have sound financial planning services
- Make sure pay is comparable and competitive

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Benefits of Addressing the Gap

There are several key benefits to organizations that proactively address multigenerational issues in the workplace. Those benefits include:

- Improved departmental culture
- Improved competitiveness
- Improved employee engagement and morale
- Better employee retention

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Things to Remember

- Generational context is not about age, but common experiences
- Acknowledge your team's expectations, not just yours
- Different is neither right nor wrong, just different
- Ageism is the death of any managing strategy
- Generational understanding does not take the place of concern for the individual
- Different generations care about different approaches to the same problem
- Neither communication nor technology are universal

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What Do We Need to Consider When Working With Each Generation?

Generational Differences

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Navigating Generational Differences

How much do you know?

JEOPARODY

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Commitment to Action

Nothing will change unless you make a conscious effort to do something differently!

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Microlesson Example

Microlesson #1

A generation is defined as "an identifiable group that shares birth years, age, location, and significant life events at critical developmental stages" (Kuperschmidt, 2000). Each generation shares similar collective experiences and life events as well as thoughts, values and behaviors (Folbre, 2008).

Think back to our Navigating Generational Differences Training; remember the 5 generations.

1. Matures/Traditionalists (born before 1945)
2. Baby Boomers (1946-1964)
3. Generation X (1965-1979)
4. Millennials (1980-1994)
5. Generation Z (1995-2010)

Reflect and respond –

1. What generation are you a part of?
2. What experiences do you share with your generation?

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DOC4Inclusion Coalition

Our Mission is to:

Create, protect, and sustain a diverse and inclusive work environment that is safe, secure, and fair for all members of the Department of Correction.

Our Vision is to:

Impact all areas of the Delaware Department of Correction so that all staff feel included, valued, and supported in a diverse, equitable, and inclusive environment.

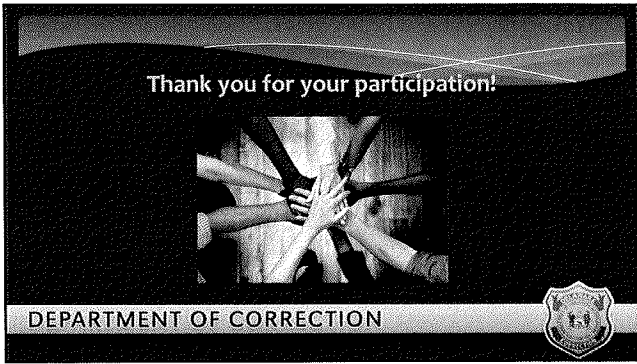


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This training was provided by the DOC4Inclusion Coalition, under the direction and leadership of Commissioner Terra Taylor and Deputy Commissioner Shane Troxler.



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