Generational Differences in the Workplace: Bridging the Gap

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HELLO
Millennials are...... 35 years old!
What’s truly different between this generation and the preceding generations, and how can this benefit all of us?
Younger Generation

Why must every generation
Think their folks are square?
And no matter where their heads are,
They know mom's ain't there.
Cause I swore when I was small
That I'd remember when.
I knew what's wrong with them,
That I was smaller than.
Determined to remember
All the cardinal rules.
Like sun showers are legal grounds
For cutting school.
I know I have forgotten,
Maybe one or two.
And I hope that I recall them all,
Before the baby's due.
And I know,
He'll have a question or two.
Younger Generation

Like, hey, pop, can I go ride my zoom?
It goes two hundred miles an hour,
Suspended on balloons.
And can I put a droplet,
Of this new stuff on my tongue?
And imagine frothing dragons,
While you sit and wreck your lungs?
And I must be permissive,
Understanding, of the younger generation.
Today’s Goals

☐ We’re having a conversation

- Understand the generations
- Give you the opportunity to speak among yourselves
  - describe your needs
  - learn from each other
- Search for tools and answers to increase our effectiveness
- Enjoy the time
Potential areas of conversation

- Every individual is an individual
- Attraction and retention
  - Employment contract changed with elimination of pensions and health insurance
- The grass is always greener
  - Use more fertilizer
    - or -
  - Grow more grass
- Use Social media to your advantage?
- Multitasking
- The Knowledge Generation
  - Networking and Yakking all the time
- Coach and Mentor them with personal attention
- Constant technology
- Breaking the rules
- Want to run the company?
- Come to work at 8:00, leave at 4:59
Introduction
<table>
<thead>
<tr>
<th>Age Range</th>
<th>Birth Year Range</th>
<th>Generation</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;35</td>
<td>1980-2000</td>
<td>Millennials</td>
</tr>
<tr>
<td>50-70</td>
<td>1946-1964</td>
<td>Baby Boomer</td>
</tr>
</tbody>
</table>
MAIN EVENT

BATTLE OF THE GENERATIONS

20 VS 40
SOMETHINGS SOMETHINGS

CAN THIS FIGHT BE STOPPED?

UNDERCARD

PERFORMANCE REVIEWS
HOW TO GIVE GOOD FEEDBACK

1998
Don’t Trust Anyone Over 30

Bob Dylan
1960s
(now 73!)

Introduction
The Kids Today Don’t Have the Same Work Ethic You Had When You Were Their Age

1975

My Major Prof, moments before I taught my first class at age 25
“The children now love luxury; they have bad manners, contempt for authority; they show disrespect for elders and love chatter in place of exercise. Children are now tyrants, not the servants of their households. They no longer rise when elders enter the room. They contradict their parents, chatter before company, gobble up dainties at the table, cross their legs, and tyrannize their teachers.”

--Socrates
--or Plato
--or Aristophanes
~2400 years ago
The Heart of the Issue

Power and Control
Who sets the rules and how?

Rapidity of Change
What’s in the box?
What may lie outside it?

Sense of Self/Personal Growth

Differences Between Us
Who Are They

Pre 1946

1946-1964

1964-1980

1980-2000

Post 2000

Strauss/Howe
The Fourth Turning

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Remember Their Parents

- **Boomers' Parents**
  - Roaring '20s, Great Depression, WW II

- **Gen Xers' Parents**
  - The Boring '50s (Father Knows Best), the Tumultuous '60s

- **Millennials' Parents**
  - Learned in the Quieter '70s and '80s

- **Homelands' Parents**
  - Bush/Clinton/Bush
Life Changing Events

- **Eldest**: CONSERVATIVE and LOYAL
  - Television and Radio, War and Cold War

- **Boomers**: RADICAL and INVOLVED
  - Civil Rights, Cuba, JFK, Viet Nam, Woodstock

- **Gen X**: SELF RELIANT and SKEPTICAL
  - Aids, Challenger, Latchkeys, PCs, Tech Bust

- **Millennials**: OPTIMISTIC but SCARED
  - 9/11, School Violence, Y2K, Reality TV

- **Homeland**: CONSERVATIVE and LOYAL
  - Boston Marathon, born with technology

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Causes

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Life Cycles are the Constant

Starting out:
- Who Am I? (age 18-25)
- How do I fit in?

Family Growth, Stability, and First Career Transition (35-42)

Building:
- Family: Career (25-35)

Revitalization and Metamorphosis (42-50)

The Kids are Grown. I’m Established! (50-58)

Time to Check Out; Can’t Wait to Leave! (58-65)

Elder Career (a new one that I’m enjoying!) and The Rest of Life. Time to Contribute (66-???)

Seven subGenerations in Today’s Workforce with differences between genders, ethnicities, styles, etc.

Life Cycles are the Constant: Generations

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What do they do?—or, ... what do we say they do?

- Rude
- Turnover
- They don’t care
- They’re lazy
- No work ethic
- Too much tech (cyberslacking)
- Texting, not talking
- Language (written and verbal)
- What else do you see?

And the Older Generations?
They Don’t Care

- They Just Care Differently
- Boomers committed to:
- Xers committed to:
- Millennials committed to:

Differences Between Us
Who Are You?

- What do you need from us?
- How do “we” annoy you?
- What do you uniquely bring to the organization?
Working with a Millennial

- What should YOU do to be more effective with this individual?
- How can YOU increase the effectiveness of this individual?
Working with a Gen Xer

- What should YOU do to be more effective with this individual?
- How can YOU increase the effectiveness of this individual?
Working with a Boomer

- What should YOU do to be more effective with this individual?
- How can YOU increase the effectiveness of this individual?
Strategies and Conclusions
Nationally and Internationally Recognized
Speaker, Teacher, Consultant

- Authentic Leadership for the 21st Century
- Improving Workplace Relationships: Responding to Generational Differences in the Workplace
- Leadership: Focus and Getting “Unstuck”
- Strategic Negotiation and Conflict Resolution
- Teambuilding with the DiSC®
- Workplace Balance and Your “Juggling Act”

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