

Spanning Generations

Effective Management, Communication, & Working Relationships

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AGENDA

Purpose
The Generations
Comparisons
Communication Tips
Strategies for Working Together



The Generation Gap

"I HAD the information and she just shut me down. I'm not some punk kid; I've been doing this for five years."

"I've been called a 'workaholic,' and I guess sometimes I expect the same from others."

"Nobody wants to hear from the old guy. When they're not thinking I've lost it, they're planning my retirement party."

"They NEED technology and we KNOW technology. But it's hard to make the trip when the dinosaurs won't come along for the ride!"

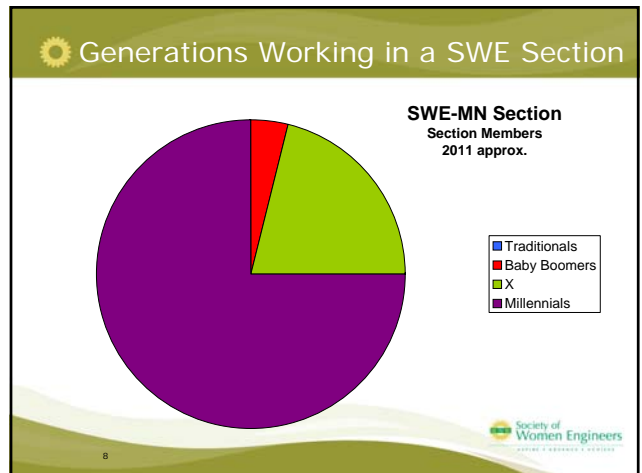
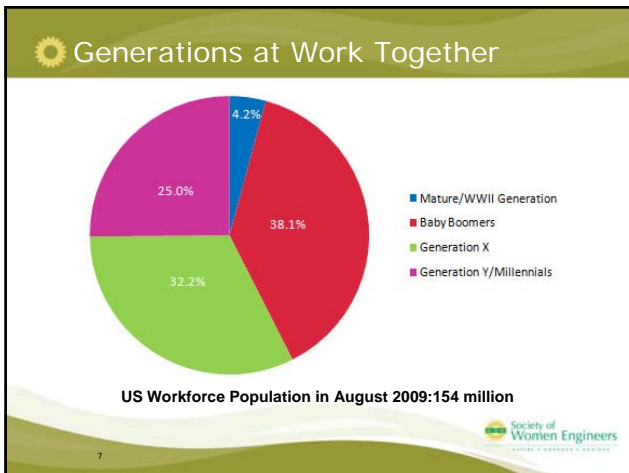
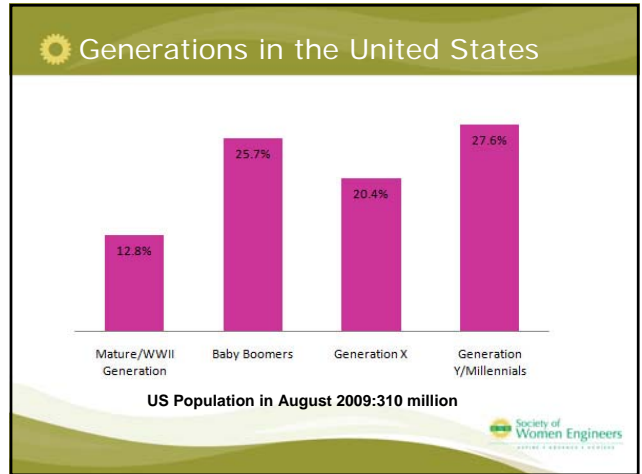
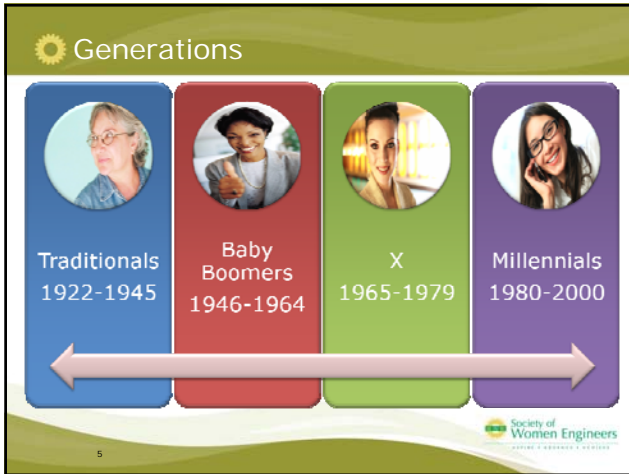
"She lives her life to work; I work to have a life."



Why intergenerational management?

- The workforce is aging
 - Knowledge/skills must be passed on
 - New skills must be brought in
- Understand where you fit and your coworkers fit
 - Break down barriers among different generations
- Leverage generation differences
 - Interpersonal relationships, teamwork, morale
 - Ability to recruit and retain top-notch people
 - Improve productivity & performance
 - Achievement of organization's mission





☀ Where do I belong?

QUIZ



☀ Traditionals (1922-1945)



LOYAL



☀ Baby Boomers (1946-1964)

OPTIMISTIC



☀ Generation X (1965-1980)



SKEPTIC



☀ Millennials (1981-2000)

REALISTIC

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☀ Comparing Characteristics

Personal & Lifestyle

Workplace

Differences create the potential for conflict.

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☀ Personal & Lifestyle Characteristics

Communications		Core Values		What is Work	
Interactive Style	Leadership style	Work & Family Life	...	Dealing with Money	Work Ethic & Values
Comm. Media	Etc.	Family Function	Messages that Motivate	Feedback & Rewards	Education

Reference : <http://www.fdu.edu/newspubs/magazine/05wsgenerations.htm>

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☀ Respect for All & Listen

- Show value for other generation's knowledge
- Older generations have knowledge of organization & experience
- younger generations have new skills, technologically savvy, & natural multi-taskers

If human beings are perceived as potentials rather than problems, as possessing strengths instead of weaknesses, as unlimited rather than dull and unresponsive, then they thrive and grow to their capabilities.
Barbara Bush

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☀ Communication Tips

Working with Traditionals

- Ask them for advice
- Keep your word
- Communicate verbally and in writing (formal style)
- Don't waste their time
- Don't expect them to share their private thoughts
- Mentor them on new technology

☀ Communication Tips

Working with Baby Boomers

- Speak in an open, direct style
- Avoid controlling language
- Provide specific details
- Present options
- Mentor them on new technology

☀ Communication Tips

Working with Gen X-rs

- Use email as primary communication tool
- Keep conversations to the point, short meetings only
- Ask for feedback and provide feedback
- Communicate in an informal style
- Be the leader, not the boss
- Respect their independence and creativity

☀ Communication Tips

Working with Millennials

- Challenge them!
- Do not sound like a parent in the workplace
- Use email
- Seek and provide instant feedback
- Use humor and create a fun environment
- Explain "Why"

SWE's Top 10 Strategies

1. Agree upon communication types & frequency
2. Get input from everyone
3. Tailor communication to generation
4. Conflict engagement
5. Adjust award by generation
6. Don't assume generation = behavior
7. The Platinum Rule
8. Acknowledge age differences
9. Cross-generation mentoring
10. Get to know the individual

TOP
TEN

Rewards

- Traditionals:
 - Provide acknowledgment, compensation
- Boomers:
 - Acknowledge work publicly
- Gen X:
 - Reward with time off, compensation
 - Celebrate together, have fun
- Millennials:
 - Individual and public praise, and frequent
 - Celebrate as a team



Multi Generations Working Together

- Every generation has something to contribute to SWE or the workplace
- Everyone does not want the same thing
 - flexibility
 - adaptability
 - understanding



"If you can laugh together,
you can work together."
~Robert Orben

EXERCISE

Describe a situation where you worked with someone from a different generation.

- What was your/their generational background?
- How did it influence their actions?
- How did your background influence your own opinions and actions?
- Any problems, arguments arise because of the differences? Any potential problems?
- Would you handle it differently today? How?

Engaging Generations in SWE

- Utilize the best talents of all the generations
 - Use Millennials to update websites, newsletters, and Facebook pages
 - Use Gen X'ers to create programming
 - Use Boomers and Traditionals to provide mentoring, career guidance, knowledge of SWE



Engaging Generations in SWE

- Make programming cross-generational
 - Multiple presentation methods
 - Address all career levels
 - Hold events at fun and traditional locations
- Understand and use your various SWE member backgrounds to create a more active, engaged section



Managing Different Generations

