

# Multigenerational Workplace Engagement

Nicholas Coia, MPA

# Workforce Generations

Baby Boomers

(1945-1965)

Generation X

(1965 -1980)

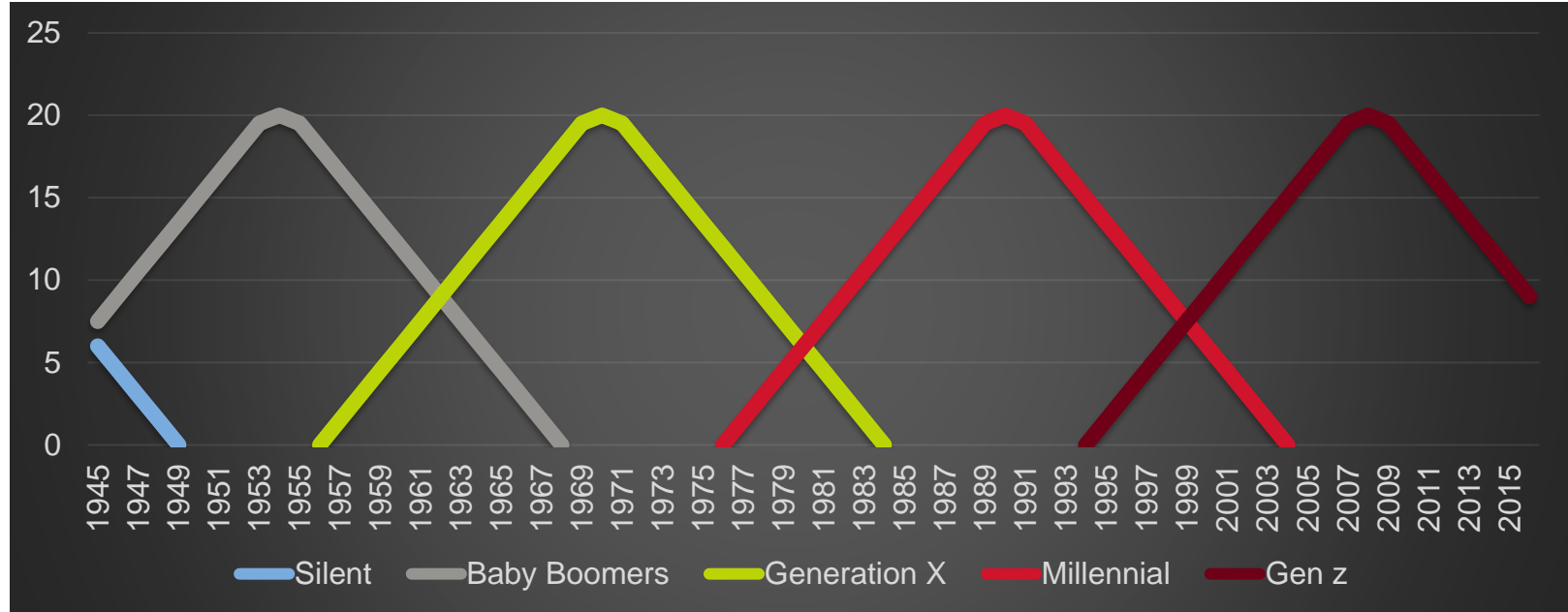
Millennials

(1980-2000)

Linksters

(2000-??)

# Generational Similarities



**Core Value**

Optimism  
Acceptance  
Workaholism

**Work Ethic**

Questions Authority  
Crusading Causes  
Self-centered

**Baby Boomer**

**Communication**

One-on-One  
Telephone

**Feedback**

Not keen on feedback

# Gen X

## Core Value

Self-Reliance  
Informality  
Skepticism

## Work Ethic

Task-Oriented  
Autonomous  
Work-Life Balance

## Communication

Direct  
E-Mail  
Text Messaging

## Feedback

Direct

**Core Value**

Realism  
Goal Focused  
Purpose

**Work Ethic**

Multitasking  
“What’s Next?”  
Eagerness

Gen Y  
Millennials

**Communication**

Text Messaging  
Social Media

**Feedback**

Requires lots  
Instantaneous

**Core Value**

Uniqueness  
Creativity  
Shareability

**Work Ethic**

Flexibility  
Self-Reliant  
Personal Freedom

Gen Z  
Linksters

**Communication**

Digital Natives  
Handheld Devices

**Feedback**

Bite-sized  
Immediate  
Real-Time





# Generational Gap

“The chasm that separates the thoughts expressed by members of two different generations”

-Will Kenton

# Potential & Pitfalls

- + People from differing generations can grow and learn from one another
- Intergenerational Cohesion is one of the top 3 workplace risks

# Multi-Generational Success

- Establish Respect
- Be Flexible & Accommodating
- Avoid Stereotyping

# Multi-Generational Success Cont'd

- Learn From One Another
- Tailor your Communication
- Don't Overlook Similarities

# Training Multi- Generational Workplaces



Quizlet



# Think

“Training multigenerational workforces is an art in itself. Young workers want to make a quick impact, the middle generation needs to believe in the mission, and older employees don’t like ambivalence. Your move.”

- Harvard Business School “Working Knowledge” Newsletter -April 17, 2006

# Engagement: On-Boarding

Which do you do?



# On Demand Training

- Core Safety vs Operational Safety
- There's a wide spectrum of knowledge and familiarity with the latest technology
- Seek learning tools that bridge the generations



# Focus of Training

- 100% of each participants needs will not be met
- Analyze your workforce to find the largest segments to focus on

# Questions & “WHY”?

- How do you view questioning?
- Simon Sinek “Why are some people and organizations more innovative, more influential, and more profitable than others?”

# Five Must Haves for Success

- Personalize to Your Audience
- Engage your Participants
- Incorporate Chunking Techniques
- Leverage Active Recall
- Continual Reinforce Knowledge

# Reinforcement

# Core Values

- Can you list your organizations core values?
- Do your core values include Safety & Health?

# Reinforcement of Values

- Every employee touchpoint should reinforce the values
- Recognize and reward values-centric behaviors
- Incorporate the values into your hiring process

# Reinforcement of Safety

- Training Check-ins
- Coaching Opportunities
- Lessons learned

# So, Now What?



# In Closing

- Accept there is no one size fits all solution
- Don't lead based on assumptions
- Actively lead your team

# Work Environment

- Collaborative
- Highly creative
- Positive, fun & Diverse
- Flexibility

# Mentoring

- GOALS
- Be flexible
- Raise the bar – they have high expectations
- Honor their optimism
- Be IMPRESSED
- Challenge them

