

Tips for Working Across Generations

- Generational context is not about age, but common experiences by groups of people
- ‘Different’ is not right or wrong - just different
- Technology isn’t universal - assess skill level before making assumptions
- Ageism can erode inclusion and productivity
- Expect variation in problem solving and management styles
- Acknowledge generational commonalities, but don’t generalize
- Communication involves active listening
- Earn respect by being respectful

Communication Strategies

Silent Generation	<ul style="list-style-type: none"> • Keep messages linear and logical • Use impeccable grammar • Anchor your message to history and tradition
Baby Boomers	<ul style="list-style-type: none"> • Take time to establish rapport • Use the person’s first name to learn what is important to them • Emphasize mission, vision, values, along with their power to affect them
Generation X	<ul style="list-style-type: none"> • Be direct and straightforward • Avoid buzzwords and company lingo • Tie your message to results—how many, how much, to what end?
Millennials	<ul style="list-style-type: none"> • Be positive • Look for ways to communicate electronically • Discover their goals and tie messages to those
Generation Z	<ul style="list-style-type: none"> • Be candid and genuine • Schedule time to meet face to face and provide regular feedback • Emphasize skill building and professional development

Keys to a Balanced Work Culture

- **Flexibility:** Provide diverse options
- **Openness:** Encourage active communication
- **Responsiveness:** Address individual needs & preferences
- **Positivity:** Expect the best from everyone
- **Diversity:** Consciously seek a variety of perspectives, including generational ones
- **Support:** Help foster career advancement
- **Retention:** Focus on keeping good people



	Silent Generation 1945 and before	Baby Boomer 1946-1964	Generation X 1965-1980	Millennials 1981-1996	Generation Z 1997 or later
Historical Event	Great Depression The New Deal WWII The McCarthy Hearings Korean War	Civil Rights Movement Sexual Revolution Rock & Roll Cold War Space Travel Assassinations	Watergate Women's Liberation Energy Crisis Challenger Desert Storm	Oklahoma City Bombing Columbine Birth of the internet Clinton/Lewinsky 9/11	US never not at war Social Media Great Recession Smartphones Rise of surveillance/privacy concerns
Work Ethic	Dedicated	Driven	Balanced	Ambitious	Competitive, entrepreneurial
Use of Technology	Adapted	Acquired	Assimilated	Integral	Instinctual
View of Authority	Respectful	Love/Hate	Unimpressed	Relaxed, polite	Pragmatic
Compelling Messages	Make do or do without Stay in line Sacrifice Be heroic "Common good"	Be anything you want to be Change the world Work well with others Live up to expectations	Don't count on it Remember, heroes...aren't Get real Survive—Stayin' Alive! Ask "why"	Be smart, you are special Leave no one behind Connect 24/7 Achieve now! Serve your community	Be radically inclusive Fewer fights, more dialogue Don't define yourself Seek security Do it yourself