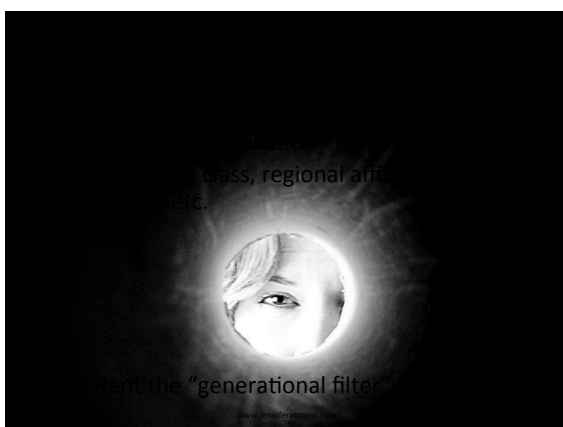
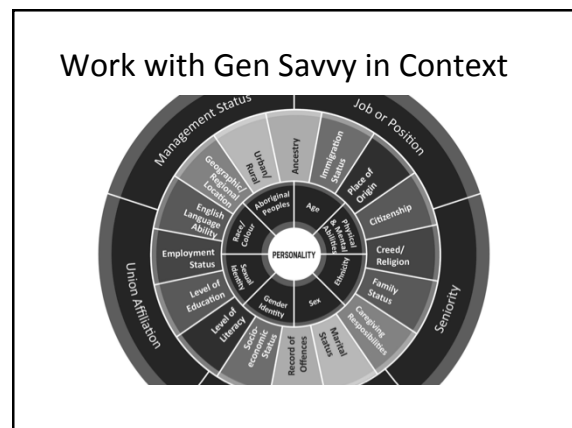


Generational Challenges Can Cause...

p. 3

- Decreased efficiency / lower productivity
- Lower morale
- A hampered ability to work in teams / interpersonally
- Communication snafus with colleagues
- Clashes around issues of fairness
- Increased turnover and hiring challenges
- Challenges in succession planning



Purpose of the Session

- To assist you in using this particular filter in order to understand, support, and work with others of all generations.

Agenda

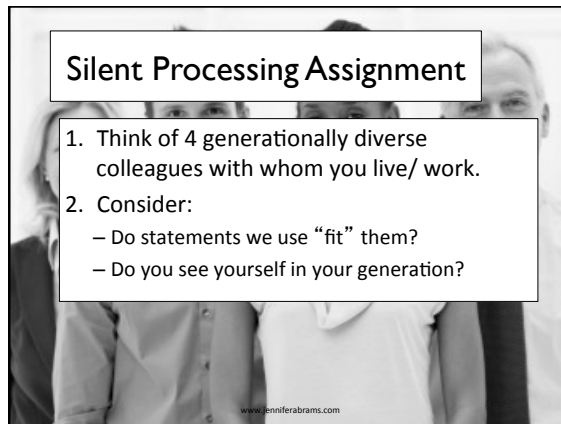
- Generational Differences - An Overview
- Generational Sticking Points
- Specific Challenges
 - Collaboration and Coaching
 - Daily Communication and Etiquette



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Silent Processing Assignment

1. Think of 4 generationally diverse colleagues with whom you live/ work.
2. Consider:
 - Do statements we use “fit” them?
 - Do you see yourself in your generation?



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A Few Caveats



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Veterans / Traditionalists 1923-1943

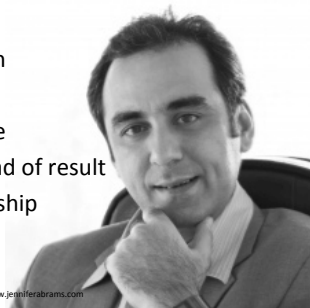
- Loyal
- Respect for authority
- Delayed rewards
- Stability
- Uncomfortable with conflict
- Thorough and hardworking



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Baby Boomers 1944-1960

- Optimistic
- Team orientation
- Service oriented
- Go the extra mile
- Put process ahead of result
- Good at relationship



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Gen Xers 1961-1980

- Cynical
- Informal, casual, direct
- Less rules-following
- Self-reliant
- Unintimidated by authority
- Want life / work balance



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Nexters / Millennials 1981-2000

- High achieving
- Tenacious, assertive, confident
- More progressive, more globally minded
- Multi-tasking, truly tech savvy
- Accustomed to praise, supervision, and structure
- Less prepared than other generations to handle difficult situations

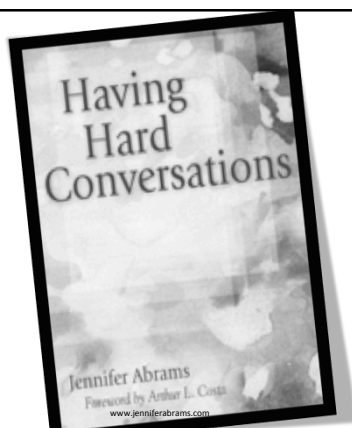
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Generational Sticking Points

The Delineators	Boomers	Xers	Millennials
perspective on work	career	job	many careers
communication style	diplomatic	blunt	easy and open
view of authority	impressed	unfazed	wants it
need for approval	seeks it	indifferent	needs it a lot

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Generational Sticking Points

The Delineators	Boomers	Xers	Millennials
perspective on resources	abundant	scarce	no worries or lots of worries
response to policy and procedures	protective	mistrustful	needs
relationship to team	team oriented	self-reliant	wants them
work ethic	driven	balanced	multi-task

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Getting into Workplace Challenges



Language - Highlights

- Traditionalists – Poor Grammar
- Boomers – Brusqueness and Unfriendliness
- Gen Xers – Efficiency, Pragmatism
- Millennials – Condescension

Collaboration and the Generations

- Boomers – “We-ness”
- Gen Xers – “Why?”
- Millennials – Think co-creation

Succession Planning?

“It is a common defect in man not to make any provision in the calm against the tempest.”

Machiavelli, *The Prince*

A Few Big Questions.... Succession Planning

- What structures does your school/dept. have in place to support those who want to become leaders?
- In what ways are more seasoned employees provided with structured opportunities to ‘share the wealth?’
- What maps or tools or professional learning is in place at your school to develop the capacity of aspiring leaders?

Gen Savvy Final Reflection

- What are the implications of this information / material for your life?
- How might you use today’s information to “generationally individualize” your communications?

The Conversation Continues...

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