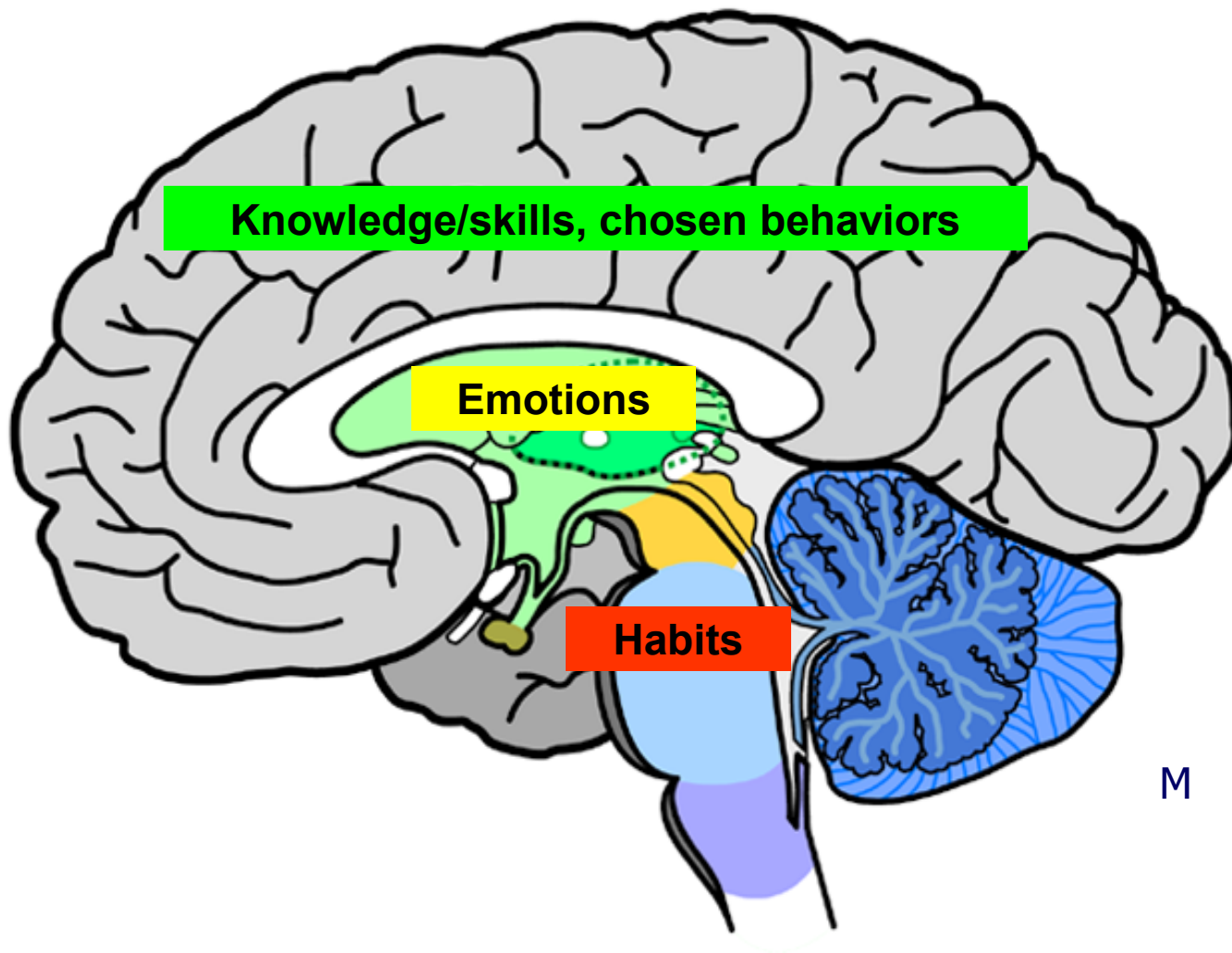


Team Communications Among The Generations

**Working Effectively
With Different Generations**

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General observations from various research about four generations. Of course, these observations do not fit *all* people in the respective generations.

<h2>Where They Stand</h2>		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ In schools while working part-time but rarely with benefits, or recently completed schooling and significantly underemployed and often without benefits. ➤ Possess little authority or major influence on huge forces affecting their future ➤ Less educated sometimes hired at lower wages than seniors (contract agreements), and compete against third-world “globalization” wages 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Rapidly replacing older leaders ➤ Often young enough to be the child of older staff ➤ In a position with more authority 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Current leaders of most companies, non-profits, and local and national government ➤ Often old enough to be the parent of younger supervisor ➤ Many beginning to move into positions with less authority and lower perceived status 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Leaving full-time workforce quickly ➤ Many returning part-time out of financial need or boredom 	

<h1>What They Did To Get There</h1>		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ Attend post-high school education at higher rate and higher cost than other recent generations ➤ Greater academic pressure and choices at earlier grade levels 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Earn a college degree and often times, advanced degrees ➤ Work only a few years in an organization because believe changing jobs is required to be competitive <ul style="list-style-type: none"> ○ promotions based on performance ○ realize the social contract never existed in most organizations ○ observing parents losing jobs due to downsizing, even though they were long-term, loyal employees ➤ Seek promotions via new positions, maybe in a new organization (career lattice) ➤ Ready to leave job and/or company as opportunity arises ➤ Emphasize quality of life and balance of professional and personal <ul style="list-style-type: none"> ○ performance over attendance - schedule regular, significant vacations 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ (Maybe) earn a college degree ➤ Work many years for the same organization because changing jobs makes you lose your competitive edge <ul style="list-style-type: none"> ○ promotions based on longevity ○ believe in social contract between employer and employee ○ observed fathers who had job security as long as they were loyal to the company ➤ Accept standard promotions in the same position (career ladder) -- Reluctant to leave company ➤ Started the “workaholic” trend, prioritizing professional over personal <ul style="list-style-type: none"> ○ attendance over performance – often do not use time off ➤ Many men volunteered or drafted for military service 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Relatively few with college degrees compared to next generations ➤ Cling to secure jobs at nearly all costs in shadow of Great Depression, WWII, recessions, etc. ➤ Women kept in lower pay, lower status job, and thus denied pay and most pensions for most of work life ➤ Lived through Great Depression, WWII, Cold War 	

<h1>Day-To-Day Work Approach</h1>		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ Many lack “work ethic” because parents, grandparents provided material things without work requirement ➤ Casual about clothes, discipline, schedule and sense of duty to work unit 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Prefer to be given an end product vision and then left to develop it their way ➤ Privy to more corporate information due to multiple sources of information ➤ Less formal communication style ➤ Started the casual dress code ➤ Dissatisfaction is addressed by changing jobs ➤ Work = job, not a life 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Prefer to wait for management to provide instruction (“Yes sir” approach: autocratic decision-making approach) ➤ Trust information from management ➤ More formal communication style ➤ More formal dress code ➤ Dissatisfaction is part of the job: complain, but accept it ➤ Work = self-fulfillment 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Expect hierarchy to determine work flow and priorities ➤ Disciplined to work hard and steadily 	

<h1>Defining Social Environment</h1>		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ Hyper change in education, technology (YouTube, etc), culture, and friendships (higher mobility) ➤ Little seems permanent ➤ Told they'll have 5 or 6 different jobs in lifetime, some of which don't exist yet ➤ Told they can't count on major institutions like Social Security, Medicare, pensions, employers 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Latch-key kids ➤ Use technology as a shortcut – more comfortable with electronic communications; readily see the value and potential of internet and technology <ul style="list-style-type: none"> ○ will default to using the computer ➤ Diversity in workplace has been there from start ➤ Often in a 2-income family <ul style="list-style-type: none"> ○ more able to take professional risks ○ more day-to-day responsibilities for home and family ○ less able to work late & socialize with colleagues ➤ Need to fill workplace void left by retiring Baby Boomers 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Mothers worked at home; often not allowed in professions ➤ Today's world = their science fiction – less comfortable with electronic communications; do not readily see value and potential of internet and technology <ul style="list-style-type: none"> ○ will default to using paper and pencil ➤ Diversity in workplace came later in their career ➤ Often the primary bread winner in family <ul style="list-style-type: none"> ○ less able to take professional risks ○ less responsible for day-to-day home and family activities ○ more likely to work late & socialize with colleagues ➤ Are many more of them, and are rapidly leaving workforce (gap = 25 million) 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Mothers expected to stay at home (except WWII) ➤ Survived Great Depression, WWII, Korean War, Cold War ➤ Witnessed change from outdoor plumbing and Model-T Fords to RVs, jet planes and Jacuzzis 	

<h2>Assets As Employees</h2>		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ Very comfortable with fast-changing technology and look forward to next improvement, change ➤ Many have completed high school and college courses much more advanced than previous generations 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Adaptable, techno-savvy, independent, not intimidated by authority, creative ➤ More willing to embrace organizational changes as opportunities 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Driven, dedicated, competitive, team players, go above and beyond ➤ Institutional memory 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Deeply embedded sense of duty to work product in quality and quantity ➤ Institutional memory 	

<h2>Liabilities As Employees</h2>		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ Often do not have a sense of loyalty to work unit or organization ➤ Expect high pay and rewards immediately 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Impatient, not politically savvy in the corporate world, cynical, lack relationship skills/desire to schmooze. 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Big on ideas, process more important than outcome, sensitive to critique especially from younger workers 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Focus in life may be more on retirement or as care-giver to an even older parent, relative 	

Psychological/Neurological Status		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ May be “nomadic” without roots in relationships and thus less likely to “invest” in building and maintaining work and other social relationships 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Sandwicheed between aging parents and late-born children ➤ Can be physically and emotionally drained just from events outside of very demanding stresses at work 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Many still seeking next big promotion ➤ Others adjusting that “it” won’t happen this lifetime. ➤ Physical abilities declining 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Focus on retirement concerns, ➤ Maybe leaving info legacy (spontaneous well-intended lecturing of younger generations) 	

Societal/Family Roles		Potential clashes, Mitigation options, Opportunities
Millenials (Born 1981-1989) Age 18-25 Years	<ul style="list-style-type: none"> ➤ Full, part-time schooling, early in marriage – committed relationships 	
Generation X (Born 1965-1980) Age 27-42 Years	<ul style="list-style-type: none"> ➤ Childcare, additional schooling 	
Baby Boomer (Born 1946-1964) Age 43-61 Years	<ul style="list-style-type: none"> ➤ Care-giving for older children and aging parents 	
Traditionalists (Born Pre-1946) Age 62-70+	<ul style="list-style-type: none"> ➤ Care-giving for siblings, close friends 	

-- 11 Laws of Human Communication --

These laws of human communication are based on the great abilities and severe limitations that we humans have in communicating with each other. Follow these laws and you'll multiply your effectiveness in getting your messages across and being understood. If you ignore them, it will be like walking out of a skyscraper's window and pretending that the law of gravity won't apply.

1. The more you say, the less they listen.

Speaks for itself.

2. The more you write, the less they read.

Says it all.

3. Perfect communication is not possible.

Strive for good understanding of main points, *not* perfection. As a fallible human being, you cannot express your thoughts perfectly. The instant you compress your thoughts into words, you begin to be inaccurate. Most of your audience will not read or listen to much more than half of your message, and never 100%.

4. The more you bury the message, the less they will dig for it.

Summarize your main point in one sentence, and put it near the top. If you can't summarize it in one sentence, you don't know yet what you are talking about.

5. If you don't know what you are talking about, they won't either.

See Law 4.

6. The meaning of your words lies in their heads (not yours).

Each person speaks and hears a slightly different language. The meanings we give to words vary from person to person, just as each snowflake varies from one another. Find out the meanings that they give to your words, so you can speak their language.

7. You cannot "not" communicate.

You are always communicating because they are giving meaning to your words (or lack of) and actions (or lack of).

8. If you don't give them a picture, they probably won't see your point.

People think in flash mental pictures, so your words need to use the pictures they already have in their heads, or you must spend time and effort to put the pictures in their heads.

9. If you won't listen to them, they won't listen to you.

10. The more the speed, stress, complexity, and importance, the more the confusion. Research confirms Murphy's Law (Search on Google to verify this).

11. Punishment for violating these Laws is automatic, self-inflicted, and inescapable.

The more you violate these laws, the more you kill the message -- and the messenger.

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Date:

Reminder note to (your name): _____

If there are things you want to achieve or change in your life during the next few months, please note one on this form. Most of us forget a goal soon after we set it, so this note may help revitalize your determination several months from now.

If you attempt more than two personal goals or changes, it is unlikely that you would achieve any of them. After you have written down one or two, please put this form into the envelope, seal it, and mark it confidential. This is your private reminder to yourself, which will be sent to you several months after this seminar. Please write your work-place's mailing address on the envelope (your name, organization, street, city, zip). Thank you.

1. What do I want to achieve? _____.

By when? _____.

How will I **know** I have achieved that? (What will I see, hear or feel?)

_____.