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WEBINAR PRESENTATION

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MEET THE PRESENTER

David F. Jakielo

On the topic:
Managing Multiple Generations
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PMI WEBINAR
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MANAGING MULTIPLE GENERATIONS IN TODAY’S WORKPLACE

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TODAY’S OFFICE ENVIRONMENT

FOR THE 1ST TIME IN HISTORY WE HAVE

○ 5 GENERATIONS WORKING TOGETHER IN THE WORKPLACE
CHALLENGES ARE NOT CAUSED BY

- DOWNSIZING
- RIGHTSIZING
- TECHNOLOGY
- FOREIGN COMPETITION

CHALLENGES ARE CAUSED BY

- VALUES
- AMBITIONS
- VIEWS
- MIND SETS
THE 5 DISTINCT GENERATIONS

- THE SILENT GENERATION 70 YEARS OLD AND UP (29 MILLION)
- THE BABY BOOMERS 50 TO 69 (72 MILLION)
- GENERATION X’ers 38 TO 49 (64 MILLION)
- MILLENNIALS OR GEN Y’ers 20 TO 37 (85 MILLION)
- GENERATION Z UNDER 19 (61 MILLION)
K.I.P.P.E.R.S.

DEFINING CHARACTERISTICS

- GREW UP DURING THE DEPRESSION AND WWII
- HAPPY TO HAVE A JOB (THEIR PARENTS DIDN’T)
- SAVED MONEY – PAID CASH – LAYAWAY
- FAMILY VALUES – RESPECT - ACCOUNTABILITY
- AVOID TECHNOLOGY
BOOMERS

DEFINING CHARACTERISTICS

- Grew up in the 60’s counterculture
- Invented the word workaholic (Dumb, Dumb)
- Spent money without worrying about paying
- Dictatorial style of leadership
- First to experience downsizing


GENERATION X’ERS

DEFINING CHARACTERISTICS

- Most highly educated generation
- Latch key kids - daycare
- Grew up with double income or single parents
- Skeptical – seen parents bust their butts and get downsized or lose their pensions
- Work to live – not live to work

**Millenials or Gen Y’ers**

**Defining Characteristics**

- Grew up with technology, mobile phones, PC’s, DVR’s, video games, new era of violence
- Won’t wait 10 years for a promotion
- Grew up with helicopter parents – soccer mom’s and little league dad’s
- Want paid for results not hours worked

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**Generation Z’ers**

**Defining Characteristics**

- Over connected generation – 8 second attention span
- Multi task over 5 screens
  - TV, phone, laptop, tablet and gaming device
- They spend 40 percent of their time outside school with a device
- They are oblivious to their surroundings
- Text versus talk
HOW LONG IS A LONG TIME TO WORK AT ONE JOB????

- SILENT GENERATION
- BOOMERS
- GEN X’ers
- MILLENNIALS

HOW TO MANAGE EFFECTIVELY

- SILENT GENERATION – RESPECT THE RULES – TREAT EVERYONE THE SAME
- BOOMERS – WHAT’S THE GOAL, GET OUT OF THE WAY
- GEN X’ers – CAN’T USE ARGUMENT WORK HARD GET AHEAD – LEADING EDGE TECHNOLOGY
- MILLENNIALS and GEN Zer’s – LIFE BALANCE AND PRAISE, PRAISE AND THEN PRAISE
STRATEGIES

HOW TO COMMUNICATE EFFECTIVELY

- SILENT GENERATION – WRITTEN MEMO – FACE TO FACE
- BOOMERS – EMAIL – FACE-TO-FACE
- GEN X’ers – EMAIL OR TEXT
- MILLENNIALS and GEN Z’ers – TEXT

FEEDBACK

ABANDON THE OLD ANNUAL PERFORMANCE REVIEWS INSTEAD:

ASK THESE 3 QUESTIONS:
- WHAT SHOULD THEY STOP DOING?
- WHAT SHOULD THEY KEEP DOING?
- WHAT SHOULD THEY START DOING?
STRATEGIES

HOW TO CREATE UNITY

• MILLENNIALS COULD TEACH TECHNOLOGY TO SILENT AND BOOMER GENERATIONS
• SILENT AND BOOMERS COULD SHARE EXPERIENCES AS TO WHAT TO AVOID WITH THE X & Y’ers
• HAVE A COMMON AREA WHERE PEOPLE CAN CHECK THEIR EMAIL USE THE INTERNET ON BREAKS - LUNCH

STRATEGIES

HOW TO CREATE UNITY

• OPPORTUNITIES FOR SOCIALIZATION FOR THOSE WHO WANT TO - NOT MANDATORY
• OFFER COACHING AND MENTORING FOR MILLENNIALS
• MAKE THE WORKPLACE FUN
• FLEX SCHEDULES ARE POPULAR WITH EVERYONE
YOU MAY WANT TO MANAGE A CERTAIN WAY BASED ON YOUR VALUE SYSTEM BUT YOU MUST LEARN TO ADAPT TO THE STYLE OF YOUR REPORTS

REMEMBER

THE OLD ADAGE “TREAT EVERYONE THE SAME” IS ARCHAIC, RATHER YOU MUST TREAT EVERYONE THE WAY THEY WANT TO BE TREATED
YOU AND YOUR LEADERS MUST BE CONTINUOUS LEARNERS

- READ OR LISTEN TO BOOKS RELATING TO MANAGING MULTIPLE GENERATIONS
- ATTEND SEMINARS
- ENHANCE YOUR LISTENING SKILLS
- PARTICIPATORY MANAGEMENT STYLE

RESOURCES

SIGN UP FOR MY FREE WEEKLY SUCCESS TIPS AT WWW.DAVESPEAKS.COM or Text Davespeaks to 22828

- GENERATIONS AT WORK by Zemke, Raines, Filipczak
- KEEPING THE MILLENNIALS by Sujansky, Reed
- CONVERSATIONS ON SUCCESS by Dave Jakielo
- LEADERSHIP CHARISMA by Haney, Sirbasku, Mccann
- FINDING & KEEPING GREAT EMPLOYEES by Harris, Brannick