

neap.

Everyone deserves a little couch-time.



Bridging the Gap: Navigating the Multi-Generational Workplace

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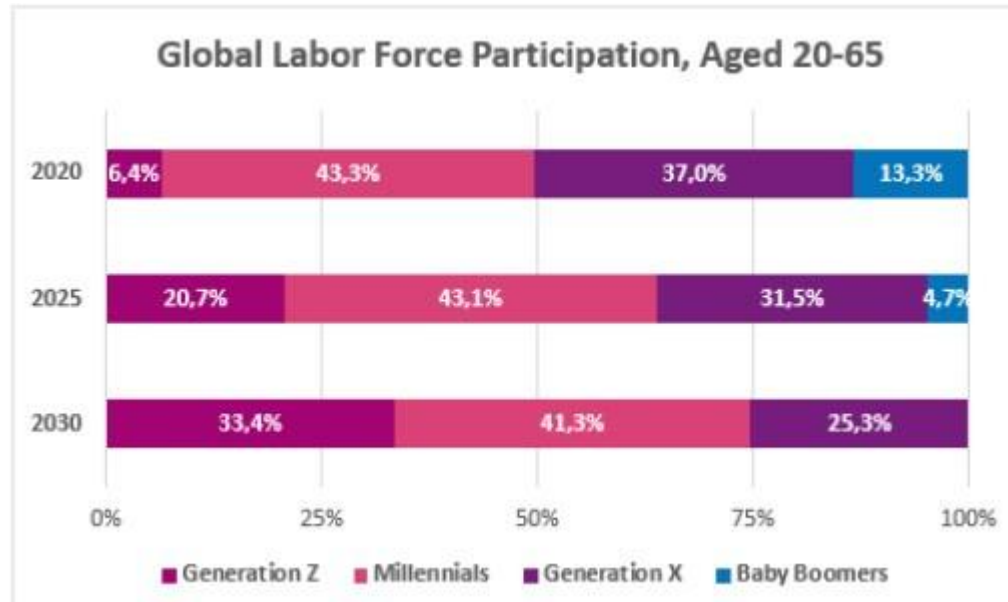
Trilogy Coaching & Consulting

GENERATIONS AT WORK

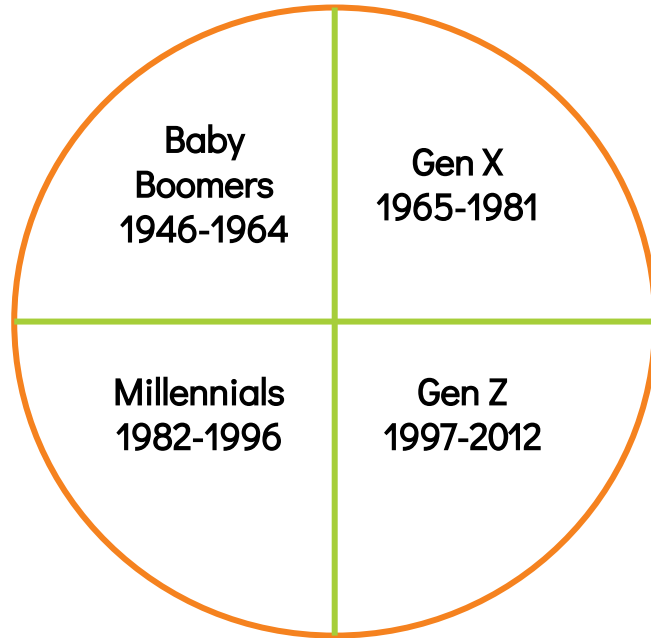
Benefits of a Multi-Generational Workforce

- Multiple perspectives
- Problem solving
- Learning opportunities
- Knowledge transfer

GENERATIONS AT WORK



UNDERSTANDING GENERATIONS



- Social cohort defined by
 - Date of birth
 - Shared formative experiences in childhood & adolescence
 - Common cultural and social characteristics or attitudes

UNDERSTANDING GENERATIONS



Baby Boomers

- Formative Events
 - Vietnam War
 - Civil Rights Movement
 - Economic expansion
 - Space Race
- Personal Characteristics
 - Optimistic
 - Ambitious
 - Hard-working
- Values
 - Discipline
 - Loyalty
 - Competition

UNDERSTANDING GENERATIONS



- Formative Events
 - Cold War
 - Technological innovation
 - Challenger explosion
 - Dual parent households
- Personal Characteristics
 - Independent
 - Cynical
 - Pragmatic
- Values
 - Work-Life Balance
 - Self-sufficiency
 - Skepticism

UNDERSTANDING GENERATIONS



- Formative Events
 - 9/11 & War on Terror
 - Rise of Social Media
 - Great Recession
 - Gay Marriage
- Personal Characteristics
 - Idealistic
 - Team-oriented
 - Socially responsible
- Values
 - Collaboration
 - Innovation
 - Tolerance

UNDERSTANDING GENERATIONS



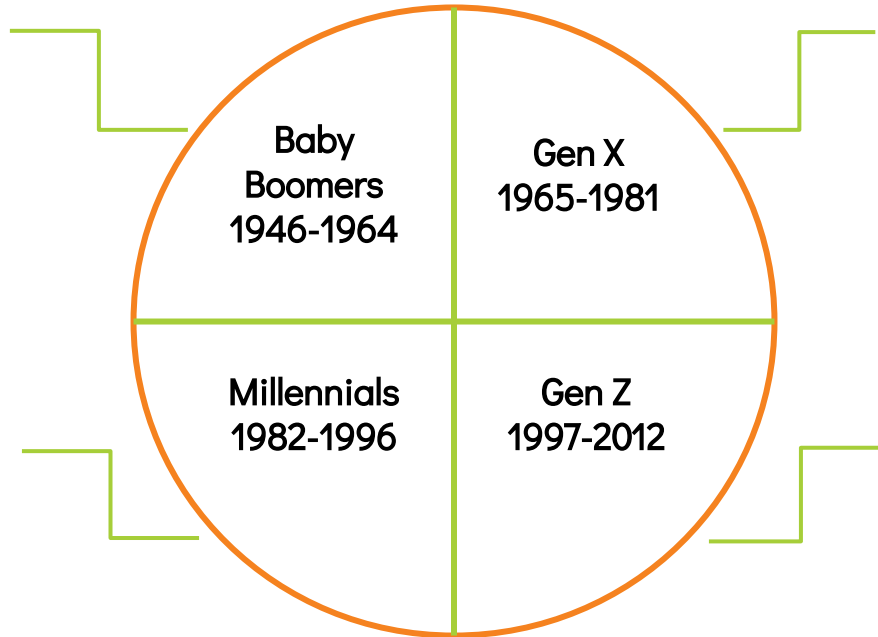
- Formative Events
 - Great Recession
 - Sandy Hook & Parkland shootings
 - Smart phones & 24 hr connectivity
 - COVID-19
- Personal Characteristics
 - Pragmatic
 - Individualistic
 - Progressive
- Values
 - Diversity
 - Self-expression
 - Authenticity

GENERATIONS AT WORK

Attitude towards Work

- Live to work
- Want to be valued for work ethic, experience, & loyalty

- Live, then work
- Want to be valued for collaboration, positive attitude, & creative problem solving



- Work to live
- Want to be valued for self-reliance, efficiency, & skill

- Work & life are intertwined
- Want to be valued for individual accomplishments, adaptability, & initiative

GENERATIONS AT WORK

Communication style

- Communicate via
 - In person
 - Phone



Baby Boomers
1946-1964

Gen X
1965-1981

- Communicate via:
 - Email
 - Text



- Communicate via
 - Text/ Instant message
 - Email



Millennials
1982-1996

Gen Z
1997-2012

- Communicate via
 - Text/ Instant message
 - In person



GENERATIONS AT WORK

Challenges of a Multi-Generational Workforce

- Stereotyping
- Miscommunication
- Lack of teamwork
- Loss of institutional knowledge

GENERATIONS AT WORK

Overcoming challenges

- Stereotyping
 - Recognize your own bias
 - Understand generational differences - and how individuals don't necessarily meet them
 - Create opportunities for employees of different generations to build relationships

GENERATIONS AT WORK

Overcoming challenges

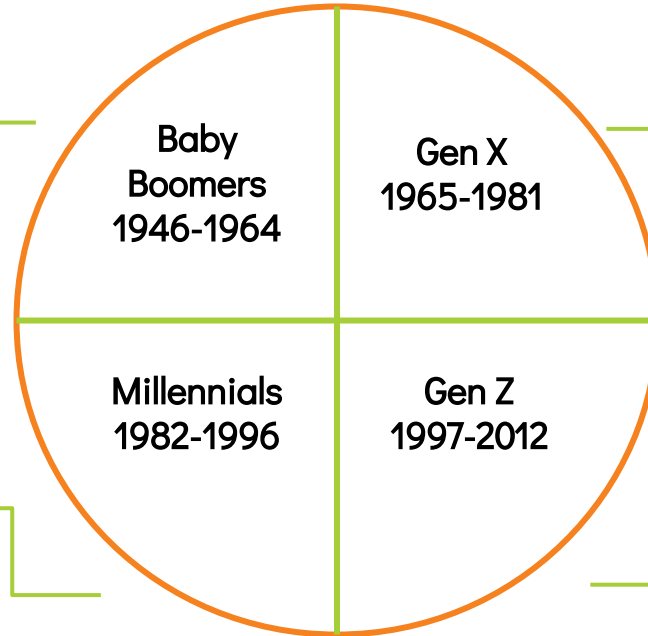
- Miscommunication
 - Assume the best intentions
 - Be aware of differences in communication styles
 - Leaders
 - Be clear and deliberate about expectations
 - Communicate (as much as possible) in employees preferred methods/platforms

GENERATIONS AT WORK

Feedback

- Annual performance reviews
- In person
- Highlight successes & create clear targets

- Regular performance reviews
- Written & in person
- Focus on growth & plan for skill development



- Real-time & bite-sized
- In person or video chat
- Focus on successes & look for innovative approaches to learning

- Ongoing conversation
- Written & in person
- Focus on constructive criticism & brainstorm strategies for improvement

GENERATIONS AT WORK

Overcoming challenges

- Lack of Teamwork
 - Create opportunities for relationship building
 - Be deliberate about project assignments
 - Focus on creating age-diverse teams
 - Look for the best combination of skills in the most age-diverse group
 - Establish a work style that meets everyone's needs
 - Find the right balance of video chat or in-person meetings and collaboration software so everyone feels heard

GENERATIONS AT WORK

Overcoming challenges

- Loss of institutional knowledge
 - Barriers to knowledge transfer
 - Training can be time-consuming & frustrating
 - I.e., I can do it faster myself
 - Equate knowledge with value
 - I.e., Why should I help you take my job?
 - Mentoring partnerships
 - Fosters intergenerational relationships
 - Learn from each other - older employees share knowledge & younger employees can share new skills

Employee Support Program

COMPUTERIZED COGNITIVE BEHAVIORAL THERAPY

You now have a new way to obtain counseling through your Employee Support Program . For support with issues such as anxiety, stress, and depression, you can access computerized Cognitive Behavioral Therapy (cCBT). Weekly, online interactive sessions teach you how to apply CBT concepts to change the way you think about and perceive events, resulting in an improvement to your personal well-being, family relationships, and work and social roles.

The confidential cCBT program* comprises seven sessions offered online over seven weeks. A qualified counselor will track your progress and guide you throughout via email and telephone support. Easy to use, with a personalized registration and login, this seven-week program utilizes video and multimedia to enhance your online experience. Call or e-mail us now to get started.

* Prior to accessing cCBT, an assessment is made to ensure clinical appropriateness. In some cases, short-term face-to-face or telephone counseling, or other support/resource options may be more appropriate.

KEY BENEFITS OF THE CCBT PROGRAM INCLUDE:

- An alternative way of receiving counseling, ideal for people used to accessing services online
- Effective for mild to moderate levels of stress, anxiety and depression
- Helps to improve quality of life, both in and away from the workplace

WORK-LIFE/EAP ASSISTANCE: 866-212-6096



❑ Online:

- ❑ www.neelyeap.com company page
- ❑ Live CONNECT
- ❑ iConnect You App
- ❑ Use your company code from benefits flyer

❑ **24/7 Hotline: 866-212-6096**

Access Your NEAP Benefits

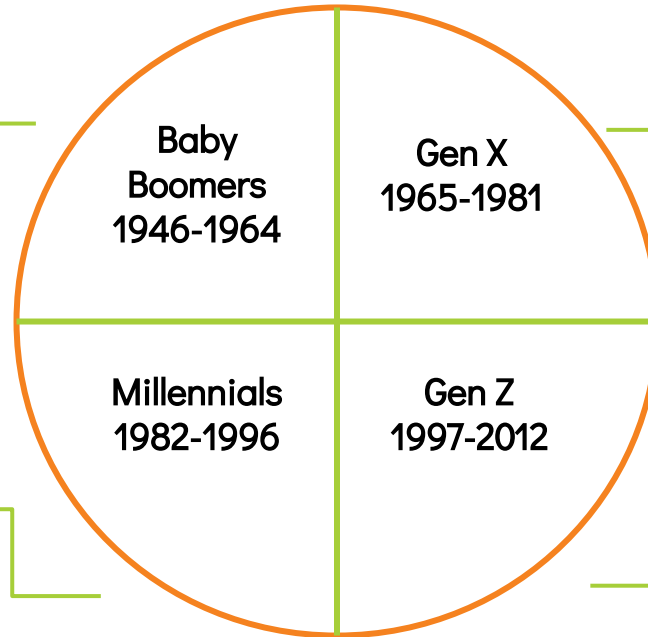


GENERATIONS AT WORK

Recognition & Rewards

- Public recognition
- Title, parking space, office
- Certificates, degrees, awards, etc

- Professional recognition
- Autonomy & authority
- Opportunities for skill development



- Personal recognition in public
- Flexibility
- Health & wellness programming

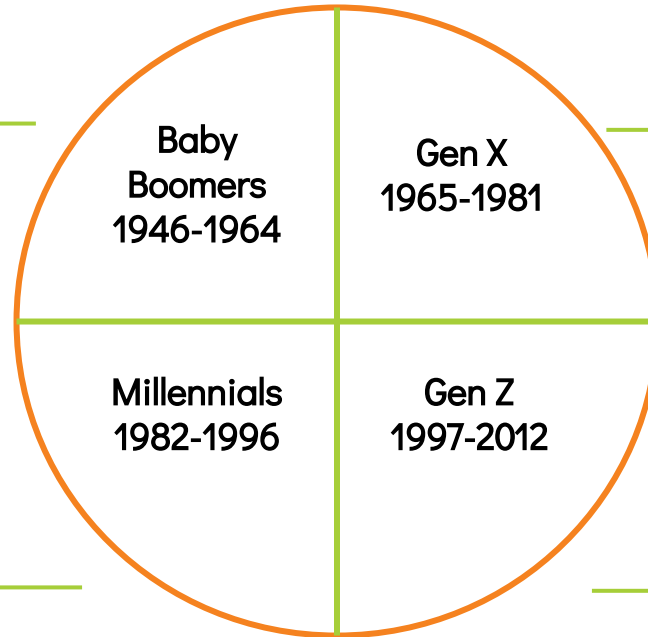
- Individual recognition
- Inclusion & team building
- Experiential rewards

GENERATIONS AT WORK

Attitude towards hierarchy & leadership

- Respect existing hierarchy
- Prefer clear chain of command
- Prefer management to have a clear chain of command

- Challenge existing hierarchy
- Prefer 'flat' structure that fosters collaboration
- Prefer management to adopt a mentor approach



- Question existing hierarchy
- Prefer informal structure with accessible leadership
- Prefers management to be accessible and skilled

- Question existing hierarchy
- Prefer company structure of small teams that emphasize inclusivity and learning
- Prefer management to adopt a coaching model