Connecting Generations for Organizational Success

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WELCOME

- Agenda
  - Introduction
  - A Brief Look at Generational Characteristics
    - Baby Boomers
    - Gen X / Millennial
  - Techniques to Bridge Generational Gaps
    - Internal Customer Service

INTRODUCTION

4 generations trying to co-exist:
- Traditionalists
- Baby Boomers
- Generation X
- Millennial

TRADITIONALISTS

- Born between 1922 - 1943
- 5% of workforce
- Respect authority
- Like rules
- Formal communication
- Extremely loyal

BABY BOOMERS

- Born between 1943 - 1964
- 45% of workforce
- Committed to organization
- Enjoy work
  - Self-esteem often tied to work accomplishments
- Dedicated, driven

BABY BOOMERS

- Anti-authoritarian
- Seek “meaningful career”
- Value team building
- Direct communication and feedback
- Need to create healthy life balance
- Competitive
**GENERATION X**

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**MILLENNIALS**

- Born between 1979-1994
- Balance work/personal lives well
- Do not always commit loyalty to a company
- Use different formats to access/communicate information
- Prefer to communicate directly
- Multi-taskers

**MILLENNIALS**

- Nomadic with their technology
- Accustomed to instant feedback
- Like to collaborate to work
- Are flexible
- Often impatient
- Preference for “learning by doing”
- Large promoters of the “green” movement

**Some Observations and Experiences as a Millennial Manager**

- By-the-book vs. diving-in learning
- Tradition vs. change
- Quiet vs. multi-stimulation work environment
- Follow-the-leader vs. teamwork
- Communication bewilderment

**By-the-book vs. diving-in learning**

_Boomers like:_
- a traditional hierarchical framework.
- working and rising within framework,
- appreciate the clear boundaries set by hierarchies

_Millenials like:_
- a greater sense of lateral teamwork.
- to form teams despite hierarchical differences that may exist between team members (Mosley & Kaspar, 2008, 95) (Sweeny, 2005, 171)

**Tradition vs. change**

_Boomers:_
- expect change to come through the institutional hierarchy

_Millenials:_
- expect change;
- will take the initiative to suggest change in the library

**IRL example**
Quiet vs. multistimulation work environment

Boomers:
- generally prefer a quiet environment

Millenials:
- have had access to multiple information inputs
- find it harder to concentrate in a quiet environment
- like to multitask

Follow-the-leader vs. teamwork

Boomers:
- like a traditional hierarchical framework.
- accustomed to a framework,
- appreciate the clear boundaries

Millenials:
- bring a greater sense of lateral teamwork,
- work better when allowed to form teams, (Mosley & Kaspar, 2008, 95) (Sweeny, 2005, 171).

Communication bewilderment

Boomers:
- prefer a set form of communication
- tend to have more finesse

Millenials:
- will work in any consistant communication format
- tend to be direct, frank and blunt (Abram & Luther, 2004, 37) (Sweeny, 2005, 170)

Job loyalty vs. career management

Boomers:
- are loyal to their job.
- see their career as a form or large part of their identity
- expect to work up through the ranks

Millenials:
- see a job as a tool
- will manage their careers by switching jobs when it benefits personal goals (Mosley & Kaspar, 2008, 93) (Lancaster, 2003, 37) (Markgren, Dickenson, Leonard &Vassiliadis, 2007)

Bridging the Gap

Internal Customer Service
- One
- Two
- Three

Any questions?
Thanks for coming!