

Unlocking the Power Of The Multigenerational Workforce



Introductions



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Guiding Principles For Today's Workshop

01

Everybody's experiences are different, which helps create their perspective on different topics

02

Interactive Discussions are vital to the success of the day

03


It's important to note that these are generalizations and there are always outliers

04

Confidentiality will be respected – what is said in this room, stays in this room

05

Boundaries will be respected at all times.



Learning Objective

Why does it
matter?

- To leverage the strengths of four generations together in the workplace
- To foster a harassment-free, respectful workplace
- To increase overall awareness about forms of generational divide in the workplace
- To address and dispel common sources of friction
- To explore generational values and work styles
- To uncover and neutralize toxic communication styles where they exist
- Identify healthy communication techniques that ultimately boost productivity and collaboration to meet mutual goals in the workplace

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How to Lead and
Succeed in the
Multigenerational
Workplace



"The longer I study generations in the workplace, the more similarities I find in what people want out of work.

Those fundamentals—meaning, purpose, good leaders, professional growth—they don't change."

Lindsey Pollak, author of *The Remix – How to Lead and Succeed in the Multigenerational Workforce*

What Does the Data Say?

Baby Boomers

55-64 years old – 17% of the total work force | 27.5 million

65 and older – 4.6% of the total work force | 7.5 million

Generation X

45-54 years old – 20% of the total workforce | 32.4 million

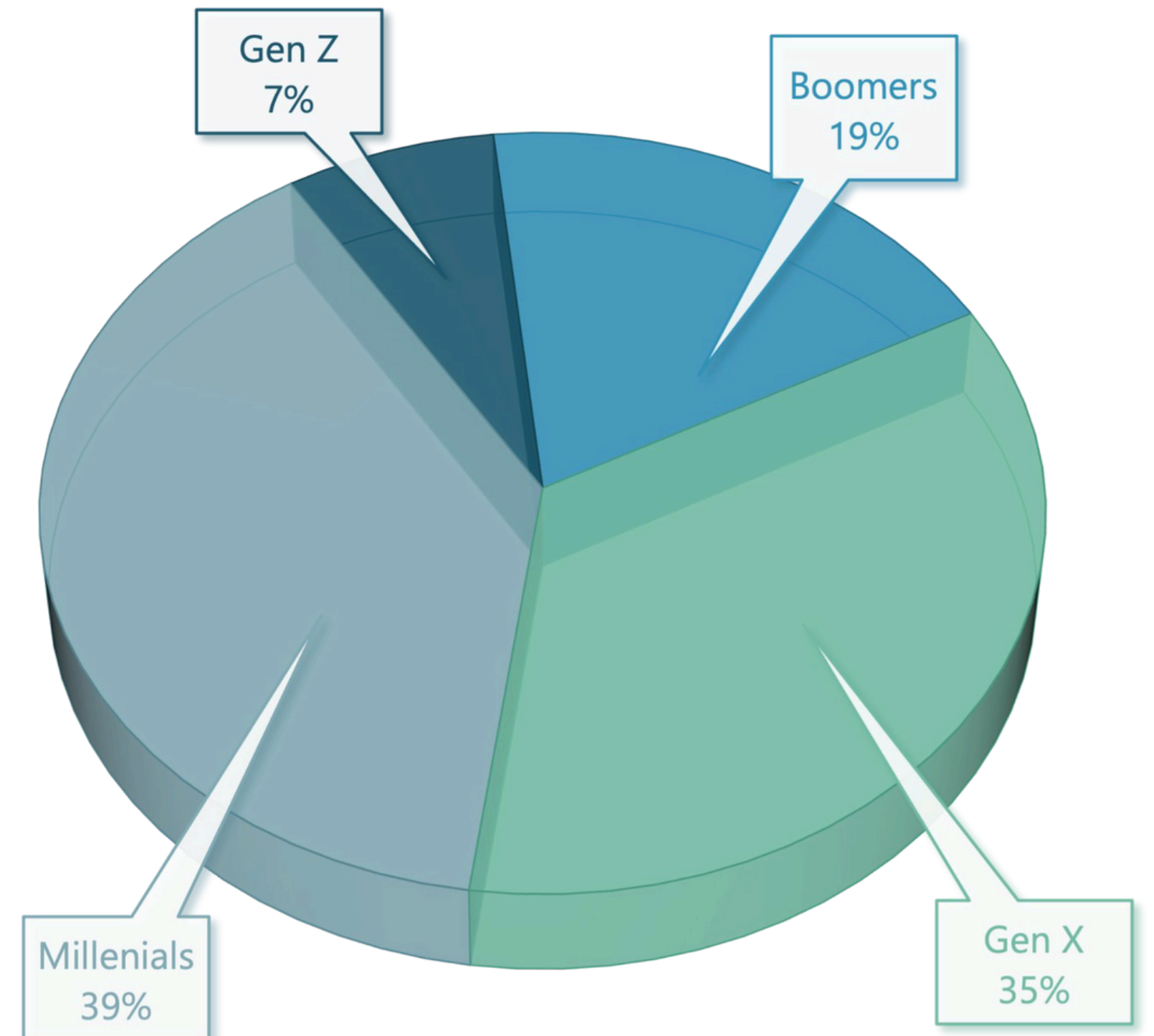
Millennials

25-44 years old – 22.4% of the total workforce | 36.7 million

35-44 years old – 21.7% of the workforce | 35.7 million

Generation Z

18-24 years old – 7% of the total workforce | 10.8 million



Generational Strengths

Boomers Loyal | Hardworking | Disciplined

Gen X Independent | Pragmatic | Work-Life Balanced

Millennials

Collaborative | Flexible |
Purposeful

**Gen
Z**

Digital fluency | Entrepreneurship | Social Responsibility

Sources of Generational Friction

Where Do they come from?

Over Reliance on Generational Stereotypes

Prejudging someone before taking time to know them

Different Work Expectations and Ethics

One group feels they're the "better worker" than the other

Technology Use and Preferences

One group feels their method of communication is superior to the others



Communication

Styles

Boomers Direct | Formal | Face to Face | Phone Communication

Gen

Mix of Formal & Informal | Phone or email

X

Millennials

Informal | Quick | Emails | Digital Communication

Gen

Instant | Rapid | Instant Messaging | Social
Media

Z

Empathic Listening

- The goal of empathic listening to complete understanding, not being understood
- It requires you to, in cases, set aside any preconceived notions, prior dispositions, personal experiences, and feelings to understand
- You will need to pick the berries out of the poop
- Use labeling and mirroring techniques in conversation

As explained by the Berkeley Well-Being Institute: Empathic listening is a type of listening that utilizes a combination of active listening, a reflection of feelings, and a questioning technique combined with the interpersonal ability of empathy to understand someone better intellectually and emotionally (Gearhart & Bodie, 2011).

Simply put; to be an empathic listener, it is important to show intentional care and concern toward the speaker as they express their views or feelings. Offering this support as a listener not only allows the speaker to feel validated but can help us generate a more heartfelt response.”

Toxic Communication Styles

When discussing toxic communication styles in a multigenerational workforce, it's crucial to recognize how these behaviors can undermine collaboration, trust, and productivity.

Here are some of the key toxic communication styles to address

- Passive-Aggressiveness
- Aggressiveness
- Passive Communication
- Manipulativeness
- Dismissiveness
- Overgeneralizing and Stereotyping
- Blaming and Finger-Pointing
- Negativity and Complaining
- Interrupting
- Exclusion and Cliquishness


Work Ethic **Attitude Across** **Generations**

Boomers Loyalty to Company | Work Meshes with Identity |
Dedication

**Gen
X** Efficiency is Valued | Independence | Stress on Work-Life
Balance

Millennials Seek Meaning & Purpose In Vocation | Flexibility |
Integration Of Work & Home

**Gen
Z** Entrepreneurial Mindset | Focus On Innovation & Quick
Results | Personal Fulfillment Paramount



Intergenerational Technological Proficiency

Technological Fluency

Baby Boomers

May struggle to adapt to technological changes. Prefer traditional methods of communication – phone, email, fax, face to face.

Generation X

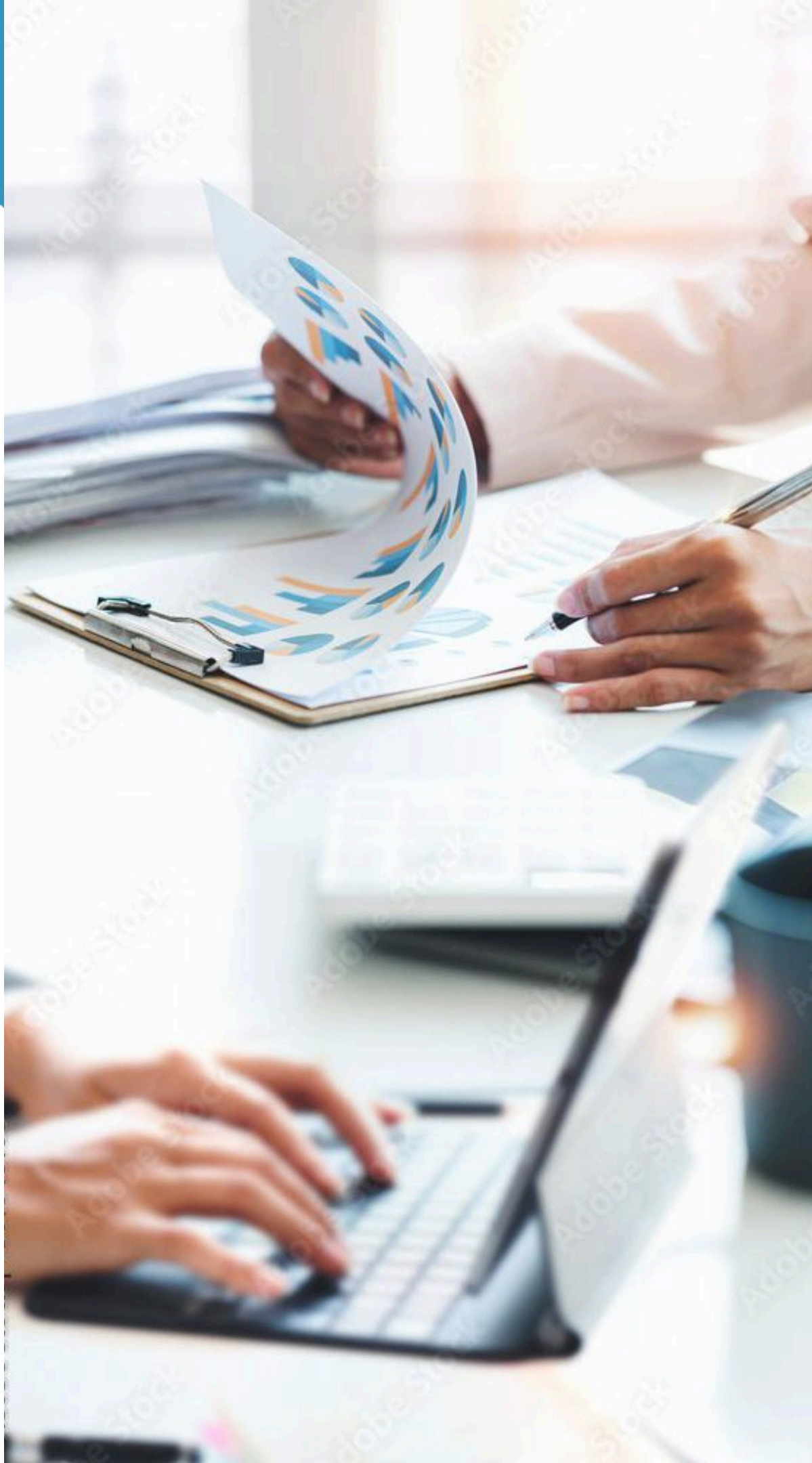
Comfortable with technology... but maybe not as much as younger generations.

Millennials

These are our first “digital natives.” Quick to adopt new technologies. Eager to learn.

Generation Z

Truer digital natives! Adept at using several digital platforms simultaneously.



Technological Differences

1

Small Team

More one-on-ones that are directed towards training. How to use the technology, the benefit of using it, and setting proper expectations with the desired results.

2

Large Team

Delegate someone with these strengths, that typically exhibits good behaviors, and have them train

3

Team Projects

Pair people up based on their strengths and weaknesses. Encourage them to learn from one another on things they may not consider a strength, but the teammate does

Base your feedback on their pain points
Be sure to explain the “why?” behind everything

Expected Feedback By Employer

Boomers

Appreciate formal recognition for experience and contributions.

Gen X

Appreciate recognition for efficiency and results. Value more autonomy.

Millennials

Seek continuous learning; seek recognition for ideas and innovation.

Gen Z

Feedback should be immediate and frequent.
Appreciate recognition for adaptability and technology skills

Managing Ways **Employees** **Receive Feedback**

1

Love Languages

Everyone has different love languages, it's up to managers to know what their employees are and manage their recognition appropriately

2

Recognition

If the goal is to run a high functioning team that meets the needs of your agency & the people they serve, giving people recognition will fuel them to achieve organizational goals.

3

Acknowledgement

Let them know how the behavior they're being acknowledged for helps the organization in it's ultimate goal to helping

Base your feedback on their pain points
Be sure to explain the "why?" behind
everything

Humans are

Let's talk about management principles that
work for a generation

Humans



- People need a defined common goal, with defined metrics as to what a good job looks like
- Feelings are bad to manage on - don't do it
- You don't have to win every battle
- Know when people want advice or are just want to vent
- Listen empathically
- Build an emotional bank account with all of your team members - you're going to need it to be effective
- Every result, good or bad, is a culmination of consistent, or lack of consistent, behavior patterns

A New Way To Approach Workplace Generational Conflict

- Listen actively, without interruption, and validate their emotions.
- Respect confidentiality. While transparency is vital, safeguard the privacy of all involved parties.
- Be empathetic. Resources like counselling services or employee assistance programs can help individuals to cope with emotional distress.
- Implement corrective actions.
- Maintain a safe environment.
- Education and training. Educate employees on harassment definitions, reporting procedures, and consequences.
- Learn and improve.





Action Items: Building a Plan

One

Identify & Acknowledge
Stereotypes and Bias

Two

Practice empathic listening
in all situations, especially
emotionally charged ones

Three

Recognize and openly
address Toxic
Communication Patterns


Four

Encourage Discussions on
Generational Workplace
Behavior

Five

Build Strategies to Dispel
Harmful Stereotypes

How can we address
generation differences?



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MILLENNIAL JOB INTERVIEW





Q&A With Audience – Questions?





**Thank You For
your
Participation!**