Supporting CommUnity

Generational Values
Assets and Liabilities

Baby Boomer Characteristics

Assets	Liabilities
Service oriented, driven, good at relationships	Uncomfortable with conflict, reluctant to go against peers
Crusading causes	Overly sensitive to feedback
Team player	Puts process ahead of results
Desire quality	
Work efficiently	

Gen X'er Characteristics

Assets	Liabilities
Adaptable, techno-literate, independent, not intimidated by authority	Impatient, poor people skills, skeptical and cynical
Self-reliance	"Do it your way", forget the rules
Will ask for feedback	Too direct at times

Millennial Characteristics

Assets	Liabilities
Loyalty, optimism, multi-tasking, fast thinking, tech-savvy	Inexperience in handling different people issues
Tenacity	Low service level understanding
Tolerant	Need of structure and support
Entrepreneurial	

Gem Z Characteristics

Assets	Liabilities
Willing to work hard for the financial security that they desire	More likely to leave for a higher paying job
Diversity, equity, and inclusion	Easily turned off by lack of perceived, shared values
Individualism	Creating isolated work environment
In-person communication	Poor, traditional writing skills

Generational Differences at Work Quiz

Which of the following is important for a Baby Boomer?

- Build parallel careers.
- Build a stellar career.
- Build a legacy.
- Build a portable career.
  Your response? _____

Which of the following is important to Generation Xers?

- Give me balance now, not when I'm sixty-five.
- Support me in shifting the balance.
- Help me balance everyone else and find meaning myself.
- Work isn't everything; flexibility to balance my activities is.
  Your response? _____

Which of the following feedback do Millennials prefer?

- Sorry to interrupt, but how am I doing?
- Once a year, with lots of documentation.
- No news is good news.
- Feedback whenever I want it, at the push of a button.
  Your response? _____

Which of the following communication practices work for Gen Z?

- Integrity and honesty are a high priority.
- Coaching is more effective than delegating.
- I prefer in-person communication to touch base with my managers.
- Multiple tech platforms help with learning and development.
  Your response? _____

Top 10 "Hot Button" Recruitment
Fun
Creativity
Opportunity
Ethics
Entrepreneurship
Lifestyle
Diversity
Technology
Mission

Only 2.4% of CEO's or executives spend any time thinking about a future beyond 3 years

Rebecca Ryan – Futurist University of Houston

Collaborative Leadership

- Individual-focused "hero" leadership is no longer effective in the new team-based organizational models.
- Leaders must embrace network-centric, democratized leadership that emphasizes collective accomplishments and team-based incentives.
- Businesses must promote leadership not only as an individual capability but as a collective organizational capability.

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