



# BUILDING AN EFFECTIVE MULTIGENERATIONAL WORKPLACE



# Gen Xers 1961-1981

*Skeptical about authority?*

*Tend to see the glass half empty?*

*Go at it [everything] alone?*



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# Baby Boomers 1946– 1964

*Are you a rule follower?*

*Never heard of TikTok?*

*Are you loyal and self-sacrificing?*



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# Millennials 1980– 2001

*Entitled?*

*Lazy?*

*Love technology?*



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**'Poor little snowflake' - the defining insult of 2016**



**'OK Boomer' Marks the End of Friendly Generational Relations**  
Now it's war: Gen Z has finally snapped over climate change and

Where  
False  
Stereotype

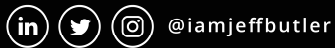


**The Laziest Generation: Who Wastes More Time at Work - Millennials, Gen X, or Baby Boomers?**



The OK, boomer meme hurts Gen Z more than the older generation it's aimed at

# Stereotypes



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# The Catch-22 of Cooperation

- Experience determines future success
- But the world is constantly changing
- You don't know what you don't know
- But you need experience to know



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# Qui

# Z

*The census bureau does the mainstream generational research?*

# False!

# Quiz

*Technology only impacts us on a sociological level?*

**False!**



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# Quiz

*Millennials are not able to buy houses because they spend too much on avocado toast?*

**True, Washington Post**



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**Nick Confessore** 

@nickconfessore



If I forego my daily avocado toast and save \$50 a week at 5% interest, I can save \$33,644 in just a decade!

♡ 92 1:56 PM - May 15, 2017



💬 32 people are talking about this



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# Generational Cultural Alignment

1

Alignment

# Relationship



## Dictionary

Definitions from [Oxford Languages](#) · [Learn more](#)

Search for a word



re·la·tion·ship

/rē'lāSH(ə)n, SHip/

*noun*

the way in which two or more concepts, objects, or people are connected, or the state of being connected.



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# Relationship

Person A

## Expectations

- Head nod for greeting
- Command and control management style
- Shows up 5 minutes early to everything
- Dresses in formal attire everyday

Person B

## Expectations

- Hugs for greeting
- Democratic decision-making process
- Shows up 5 minutes late to everything
- Dresses in informal attire everyday



# Human Equality Theory



Balancing Fairness



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# ADAM'S EQUITY THEORY

## Consequences

- Decrease Output
- Push for More Authority
- Go into survival (9-5) mode

- Become



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# Generational Alignment Hotspots



- Work/Life Balance
- Work Ethic
- Salary Payment
- Communication Styles



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## Situations

1. Should you increase your base wage with same levels of experience?
2. Should you allow newer employees to break long standing rules?
3. Should you allow meetings to not start as promptly?





### Ford's Theatre

★★★★☆ 71 reviews [Rating Details](#)

Categories: Performing Arts, Landmarks & Historical Buildings, Museums [\[Edit\]](#)

511 10th St NW  
(between N E St & N F St)  
Washington, DC 20004



Abe L.  
Washington, DC

0  
2

★★★★☆ 8/10/2011

Was murdered here. Would not recommend.

# Handling Different Work Level Qualities





# Culture Through Expectations

Expectations -> Value -> Culture



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A photograph showing five hands of different skin tones (dark brown, medium brown, light brown, and two shades of white) stacked on a dark wooden table. The hands are arranged in a row, with the fingers slightly spread. The background is a dark, textured wooden surface.

# The Inclusion Paradox

*Inclusivity is a Subset  
of Values*



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# Quiz

*Checklists are used to improve work ethic differences?*

**False!, work quality**

# Quiz

*Expectations -> Culture -> Values*

**Expectations -> Values -> Cu**



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# Quiz

*Monkeys like cucumbers more than grapes?*

**False**





# Ask Yourself!

- What expectation should not change?
- What are the expectations of other generations?

# Generational Cultural Alignment

1

Alignment

2

Build



# OVERCOMING Individual Differences

50% of Americans have left a job to "get away from their manager at some point in their



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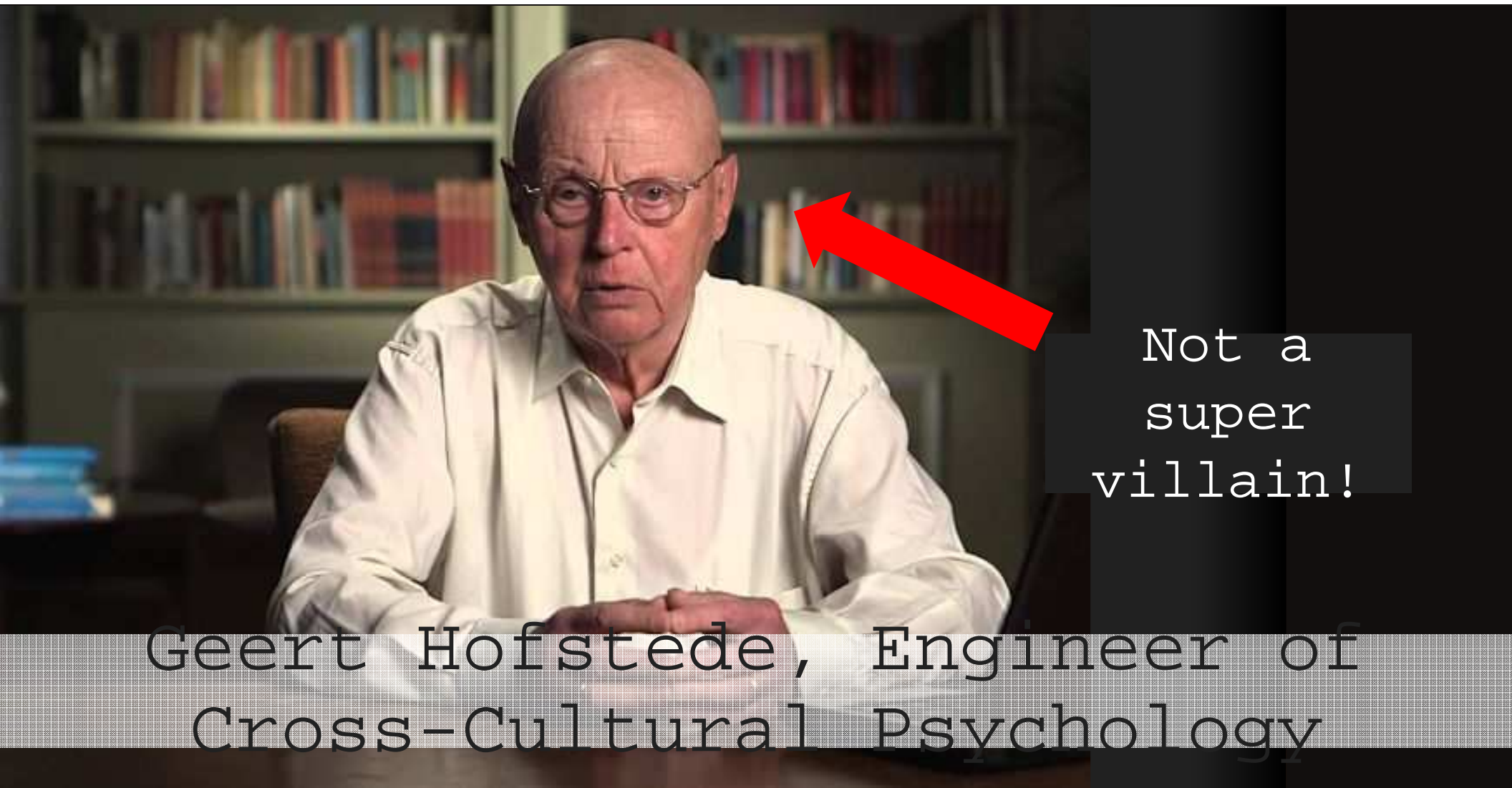
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Not a  
super  
villain!

Geert Hofstede, Engineer of  
Cross-Cultural Psychology

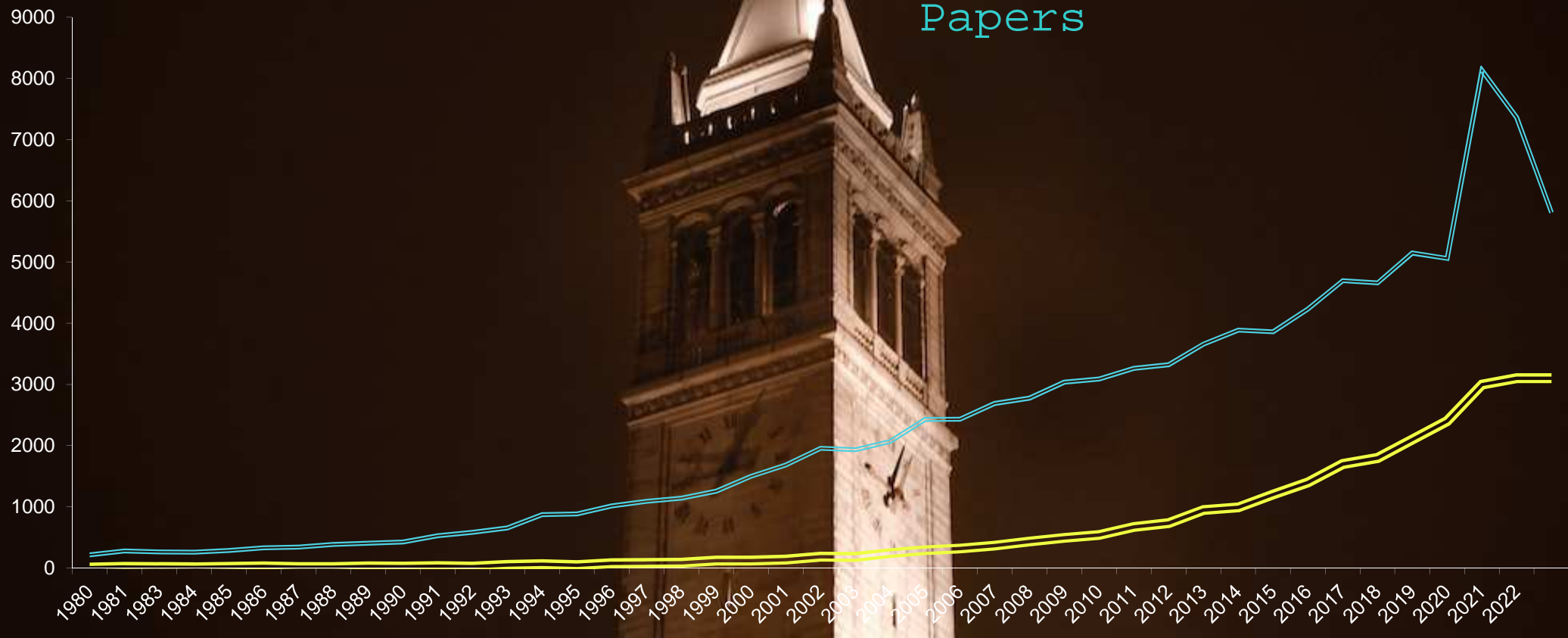
Cultural Dimension	Definition	Examples
Confucian Dynamism	by uncertainty Municipal time orientation of	High. Greece Long term: China, Japan



# HAS ACADEMIA BECOME MORE Political?

DEI Published Papers

Racism Published  
Papers





# Breaking the Professional Facade

- Breaking Bread
- Volunteering
- Outside work competition/games



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# Utopian Curse

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# Why Didn't We Unite? COVID-19

- 9/11 enemy had a face
- COVID-19 enemy could be anyone
- Opinions are abundant we find the ones we like

# Culture Action Items

1. What is your unique unifying cause?
2. Who are cultural 'insiders' and 'outsiders'?
3. Do you have dividing causes?



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# Qui

# z

*Breaking bread is a common way of breaking the professional 'façade'?*

# True



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# Quiz

*Power distance refers to the expectation of the division of power in an organization?*

**True**



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Quiz

*Geert Hofstede is a super villain?*

**False**



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# Alignment

1

Alignment

2

Build

3

Communicate



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## *Common Polarizing Questions*



*Should the United States Have  
Open Borders?*



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*If you eat buffalo wings, is it okay to lick your fingers in public?*



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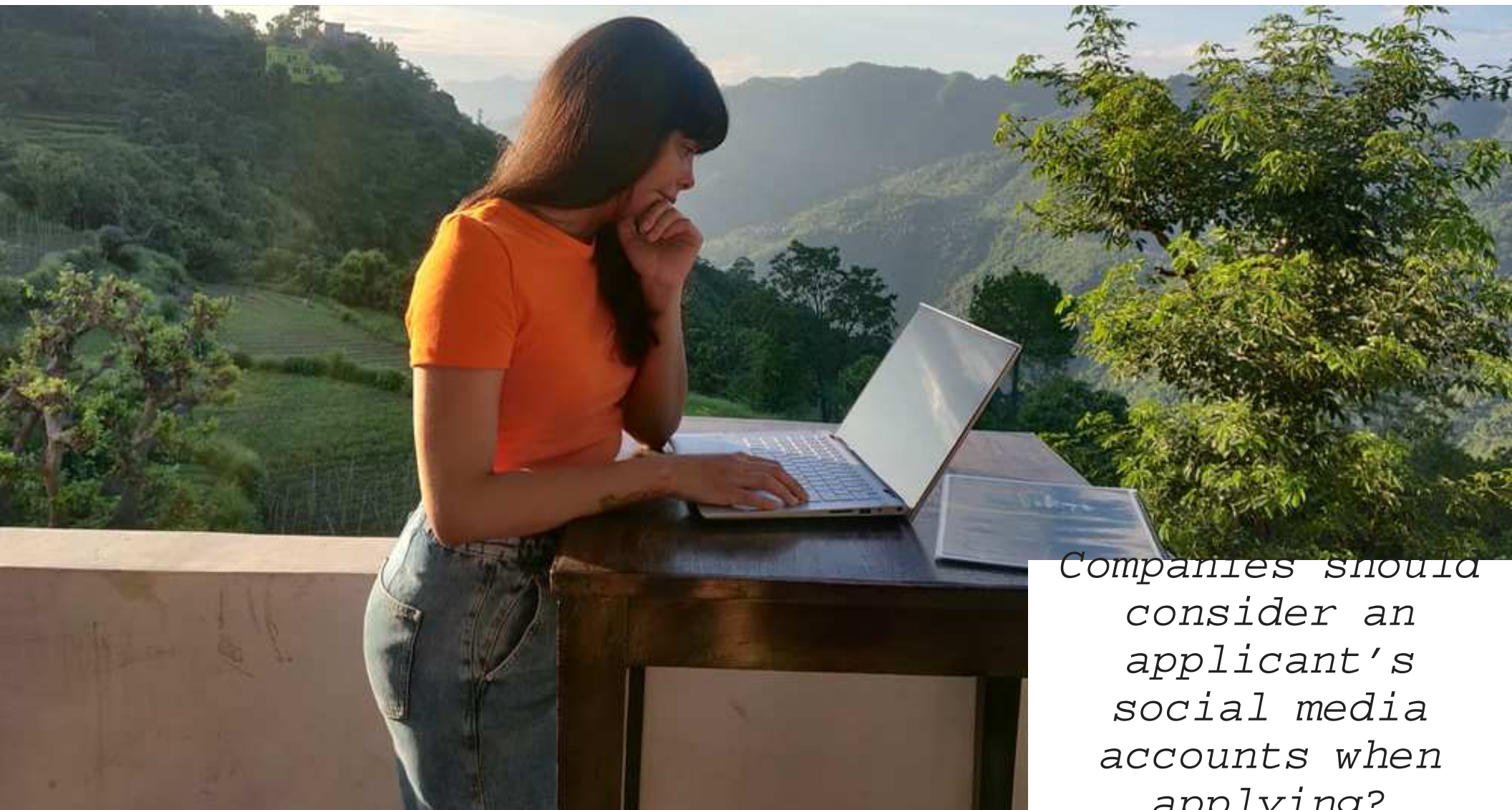


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*All companies should make their employee salaries transparent so anyone can see*





*Companies should  
consider an  
applicant's  
social media  
accounts when  
applying?*



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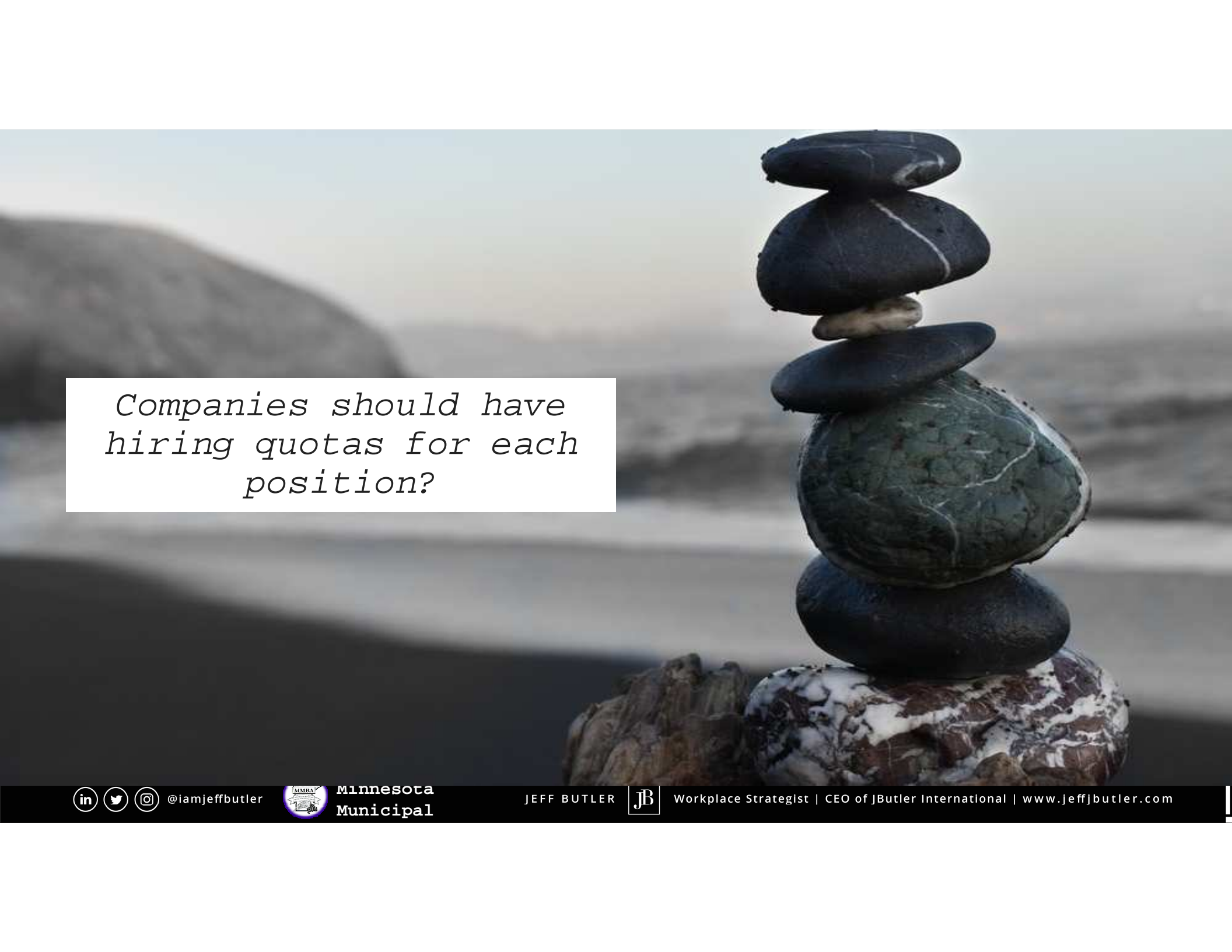
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*Companies should have  
hiring quotas for each  
position?*



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# Question For Any Intense Debate

What will make me move to  
the other side?



Communication IS  
Mandatory Not Optional

*Uncovering Your Team's  
Potential  
Turning Differences  
into Advantages*



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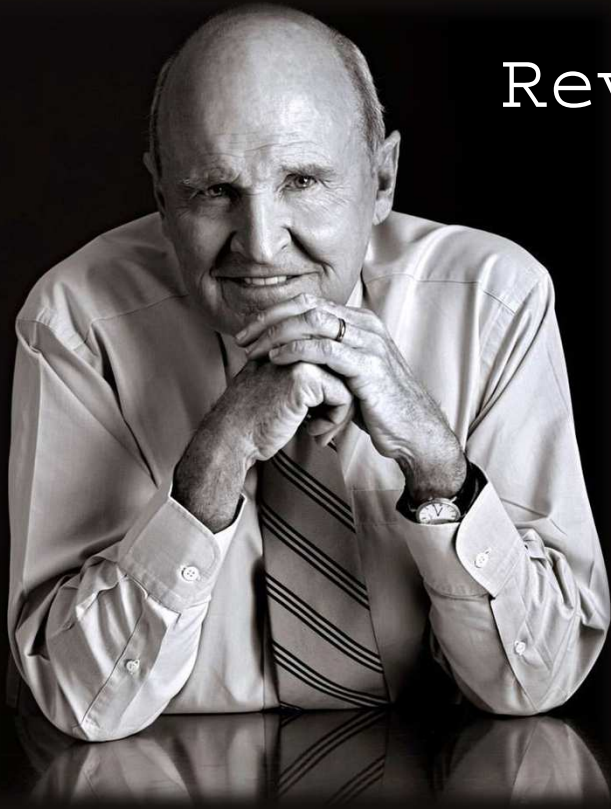


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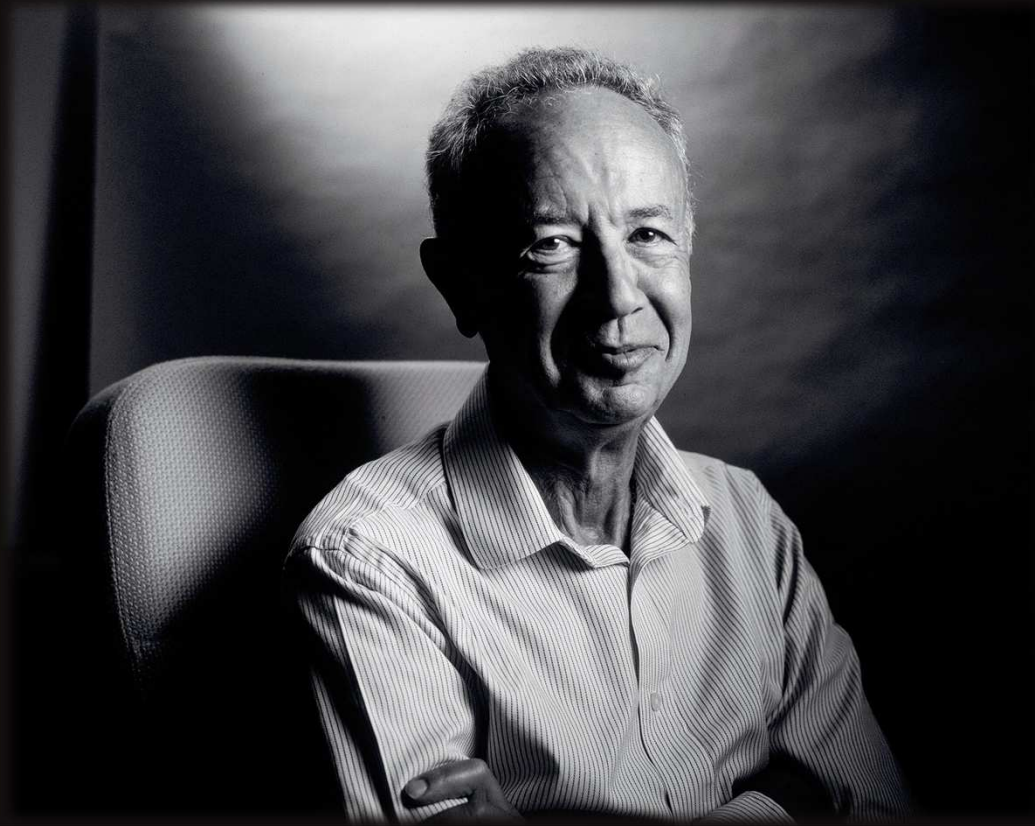
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# Reverse Mentorship as a Winning Strategy



Jack Welch & Andrew  
Grove

Past CEOs of GE &



Intel

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# Why You Need Reverse Mentorship

- Better recruitment in the Great Resignation!
- Creating better selling product lines!
- Increase retention!



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# Spotting Innovation



 **Brian Acton**  
@brianacton ⚙️ Follow

Facebook turned me down. It was a great opportunity to connect with some fantastic people. Looking forward to life's next adventure.

[↩ Reply](#) [↻ Retweet](#) [★ Favorite](#) [⋮ More](#)

RETWEETS	FAVORITES
650	367



9:14 AM - 3 Aug 2009

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# Harness Generational Knowledge in Your Workplace



80-90% of Inventions Are Made By



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# Where Employee Ideation First Starts –

Check Ins

- 3x more engaged than no 1v1s.
- Less turnover (Adobe 30% drop)
- Productivity Increase (500% increase in 12 months)



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# Feedback Consistency



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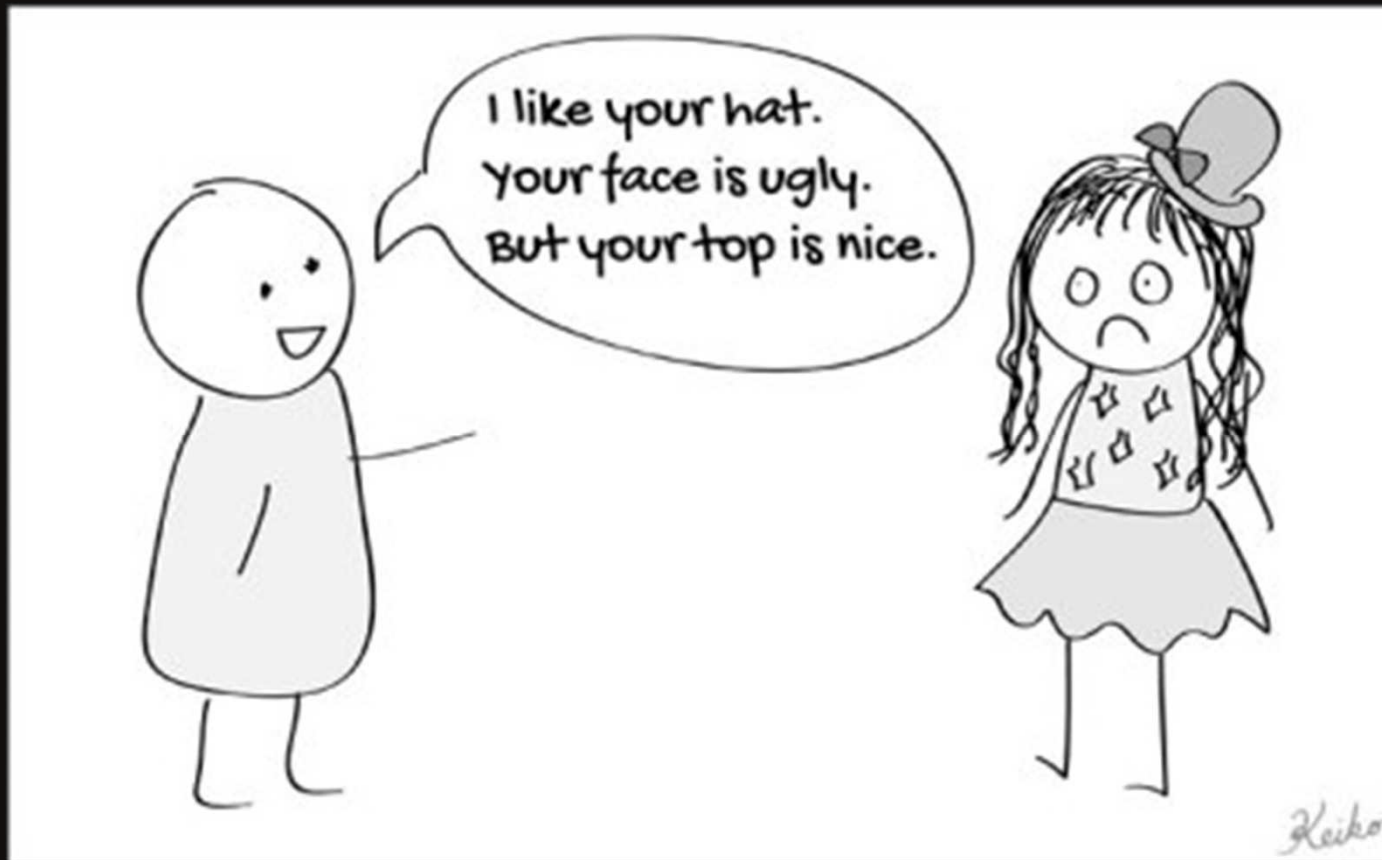
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# Feedback Sandwich





# Empower Your Team With Socratic Feedback

- Direct = Answering the question
- Socratic = What do you think the answer is? (Process Problem)



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# Quiz

*Feedback sandwiches do a good job at splitting the negative and positive feedback?*

**False**



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# Quiz

*Directive feedback reveals the process problem to the employee?*

**True/False**



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# Quiz

*If a building is burning, you should use  
Socratic feedback?*

**False**



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# The Guardian



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# President Macron Meeting 22 year old Mamoudou Gassama





# Mamoudou Gassama joining the Fire Brigade



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