

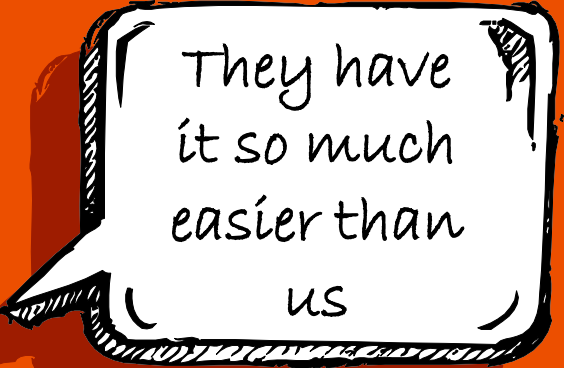


Listening *Across Generations*


Dr. Aoife Lyons Ph.D.

Licensed Clinical Psychologist
Director Educational Initiatives

Alltech[®]



They have
it so much
easier than
us



He wants
feedback,
what's that?



**They have
no work
ethic**



I remember when...



Promotion after
6 months?



**They
don't
get it**



**It's Five
I'm out
of here**

The Power of Four



Traditionalists
(1922 – 1943)

5%



Boomers
(1943 – 1960)

38%



Generation X
(1960 – 1980)

32%



Millennials
(1980 – 2000)

25%











Neil Armstrong, July 21st 1969



July 29th 1981



August, 31st 1997





September, 11th 2001

2020 ???



Traditionalists
(1922 – 1943)

1%



Boomers
(1943 – 1960)

22%



Generation X
(1960 – 1980)

20%



Millennials
(1980 – 2000)

50%



Z Generation
(2000 – Present)

7%

Does this Impact?

- Leadership
- Feedback
- Work Ethic
- Education







Traditionalists Make the Connection

Share Experiences

- Great Depression
- World War II
- Women in the Workplace

Workplace Traits

- Hard Work
- Respect for Rules
- Duty before Pleasure



Boomers Make the Connection

Share Experiences

- Civil Rights
- Sexual Revolution
- Rock n Roll
- Space Travel
- Consumerism

Workplace Traits

- Team Orientation
- Personal Gratification
- Involvement
- Unlimited Possibilities
- Over Spending



Generation X Make the Connection

Share Experiences

- Increase in Divorce
- MTV
- AIDS

Workplace Traits

- Early Independence
- Fun and Informality
- Pragmatism



Millennials Make the Connection

Shared Experiences

Shooting/Terrorism
Social Media
Participation Ribbons
Helicopter Parents
Volunteer Work
Exposure to Diversity
Internet Access
Great Recession

Workplace Traits

Little Sense of Privacy
Exhibitionism
Entitlement
Consistent Feedback
Community Minded/Optimistic
Open Minded
Instant Gratification
Entrepreneurial

HAVE 1000 FACEBOOK FRIENDS



**HAVE 0 REAL
FRIENDS**

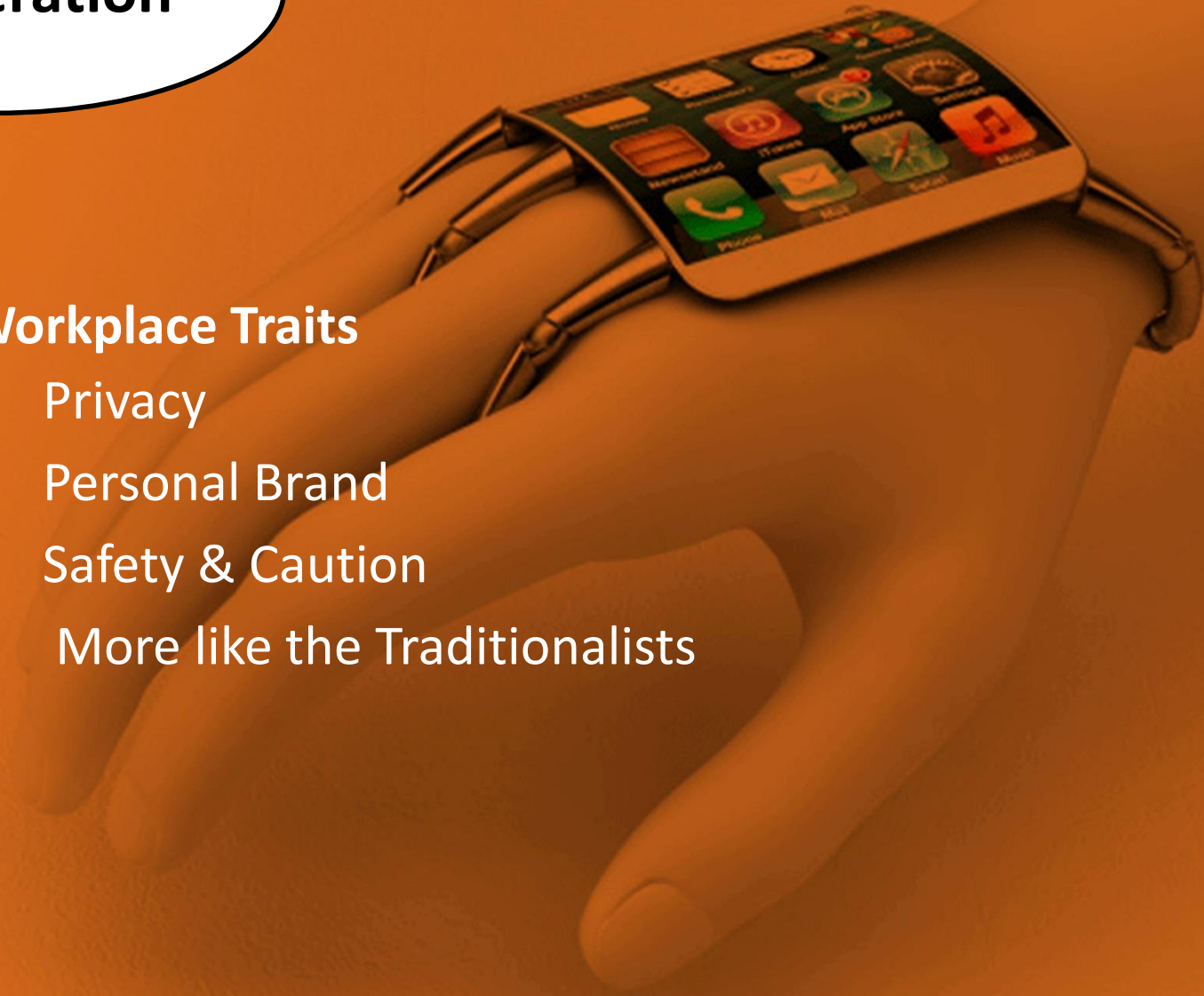


Share Experiences

- Digital Natives
- Social Media
- Product of Gen X
- Sober Sensibility

Workplace Traits

- Privacy
- Personal Brand
- Safety & Caution
- More like the Traditionalists



Every Generation Has Its Doubts About the “Younger Generation”

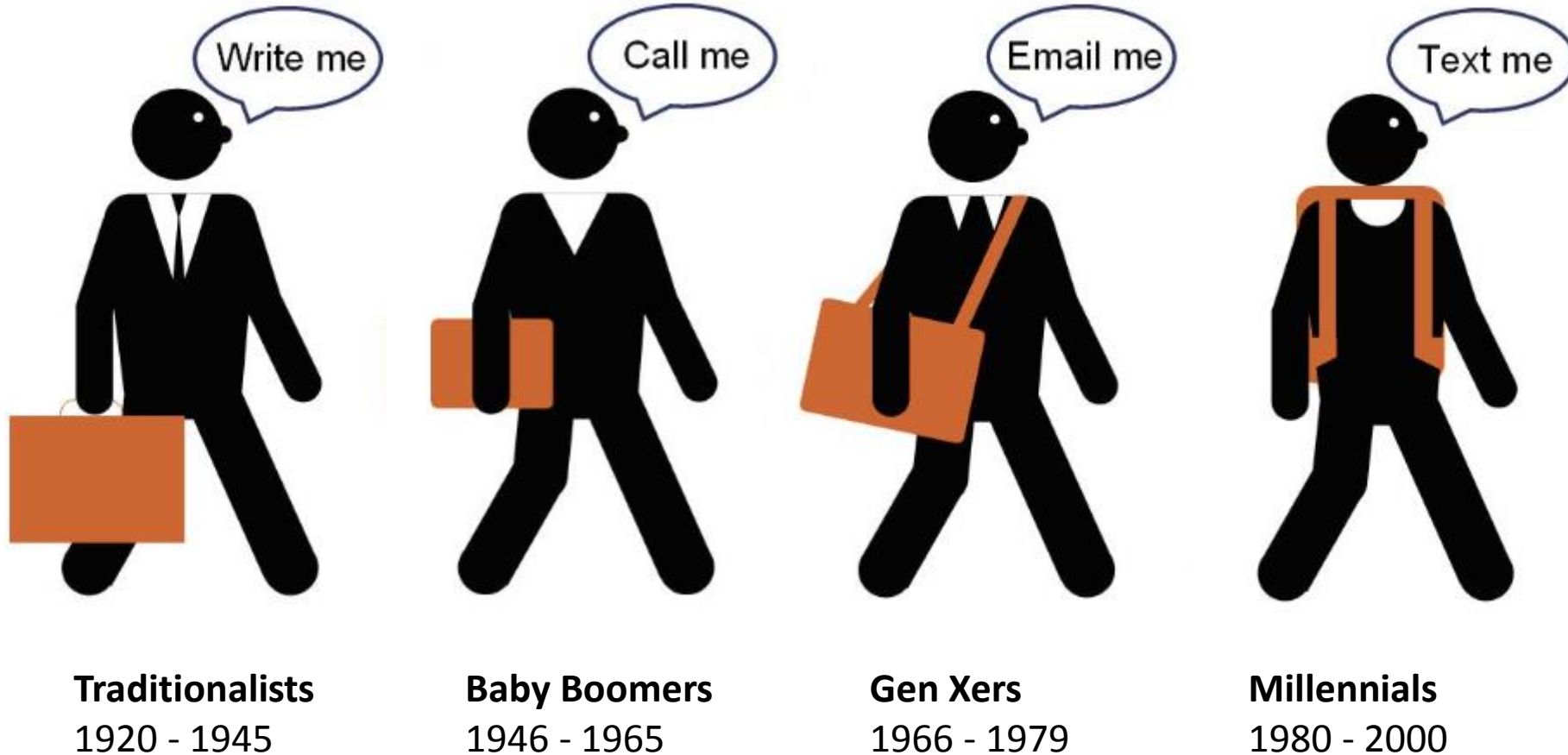


Where do we have Conflict?

- Perceived Work Ethic
- View of Authority
- Definition of Leadership
- Communication



Our Four Generation Workforce Provides Challenges



Communication *OR* Conversation



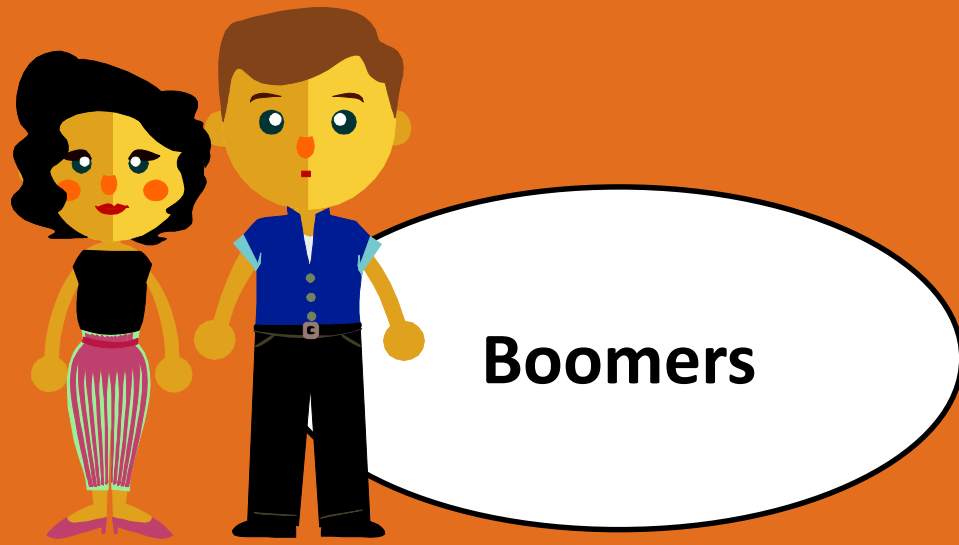
HI SWEETIE,
HOW WAS
SCHOOL TODAY?

YOU CAN READ
ALL ABOUT IT
ON MY BLOG, DAD.

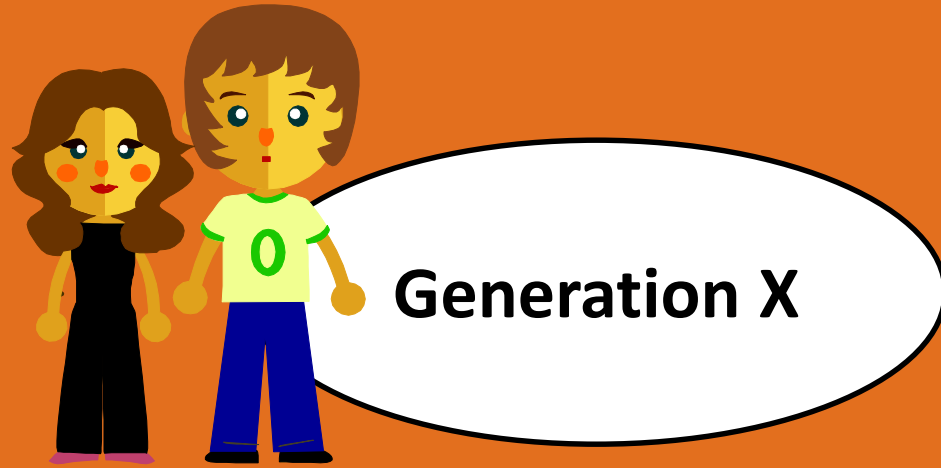




- No News is Good News
- How can I help YOU?
- Flexibility is a code word for less work getting done
- If I'm not yelling at you, you're doing fine



- I paid my dues to get more money, a better title, and a swankier office – what are you going to do?
- You'll get your feedback, that's what annual performance reviews are for
- We've been in business for 50 years, we must be doing something right!



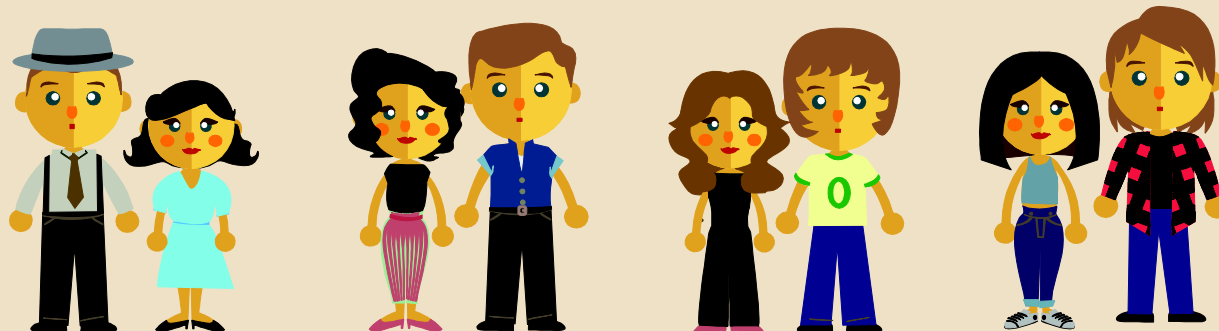
- Company loyalty – what's that?
- I can manage my own career, thank you very much
- Give me the skills or give me death



- Immediate & Constant
- Sorry to interrupt, but you haven't told me how I'm doing in the last hour
- Let's cut out the red tape and cut it out now!
- How can YOU help ME?

Communication Across Generations

- Know Who You are Talking To
- Create a Personal Connection
- Discuss Expectations Right Away
- Give Positive Feedback/Appreciation
- Ask for Feedback on Your Communication
- Mentoring



*Have the
conversation*

*&
Listen*



***“Listening shows
curiosity”***



***“Curiosity Is as Important
as Intelligence”***



**Harvard
Business
Review**

August, 27th 2014

