

Navigating Across Generations

Participant Guide



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Which Generation ... ?



1. Witnessed many dramatic changes in economy and technology
2. Are confident, self-expressive, liberal, upbeat and open to change
3. Are children of the Great Depression – watched parents struggle to make ends meet
4. Are the largest group in workforce – will inflict largest 'brain drain' when they retire
5. Grew up with technology (Internet, computers, video games)

What Employees from All Generations Expect

Expectations

From their employer

- Challenging projects
- Competitive compensation
- Advancement opportunities
- Opportunities to learn and grow
- Fair treatment
- Work-life balance

From their leader

- Lead by example
- Accessibility
- Values roles & contribution
- Mentoring
- Accountability

Navigate the Differences

Each generation has its own set of expectations, needs, values, and working styles.

Acknowledge they exist

Be willing to learn, be willing to teach

Build consensus

Generational C.O.D.E.S

Communication

What are the likes and dislikes of this employee/generation?

Orientation

How does this employee/generation view themselves in relation to other generations?

Discipline

How does this employee/generation relate to their boss' generation?

Environment

How does this employee/generation engage with their work environment and technology to achieve peak performance?

Success

What does success look like for this employee/generation?

Get To Know Your Employees as Individuals

- Walk around → Shows you are interactive
- Meet individually → Shows you care about what motivates them at work
- Go to lunch → Shows you care about them as individuals
- Plan social events → Shows you value fun

Which Strategies Will You Adopt?

Access Your Employee and Family Assistance Program (EFAP)

For confidential support and access to resources, contact your EAP using WorkHealthLife.com or the LifeWorks app.

Contact your leader or HR to learn how to access your organization's EAP.

