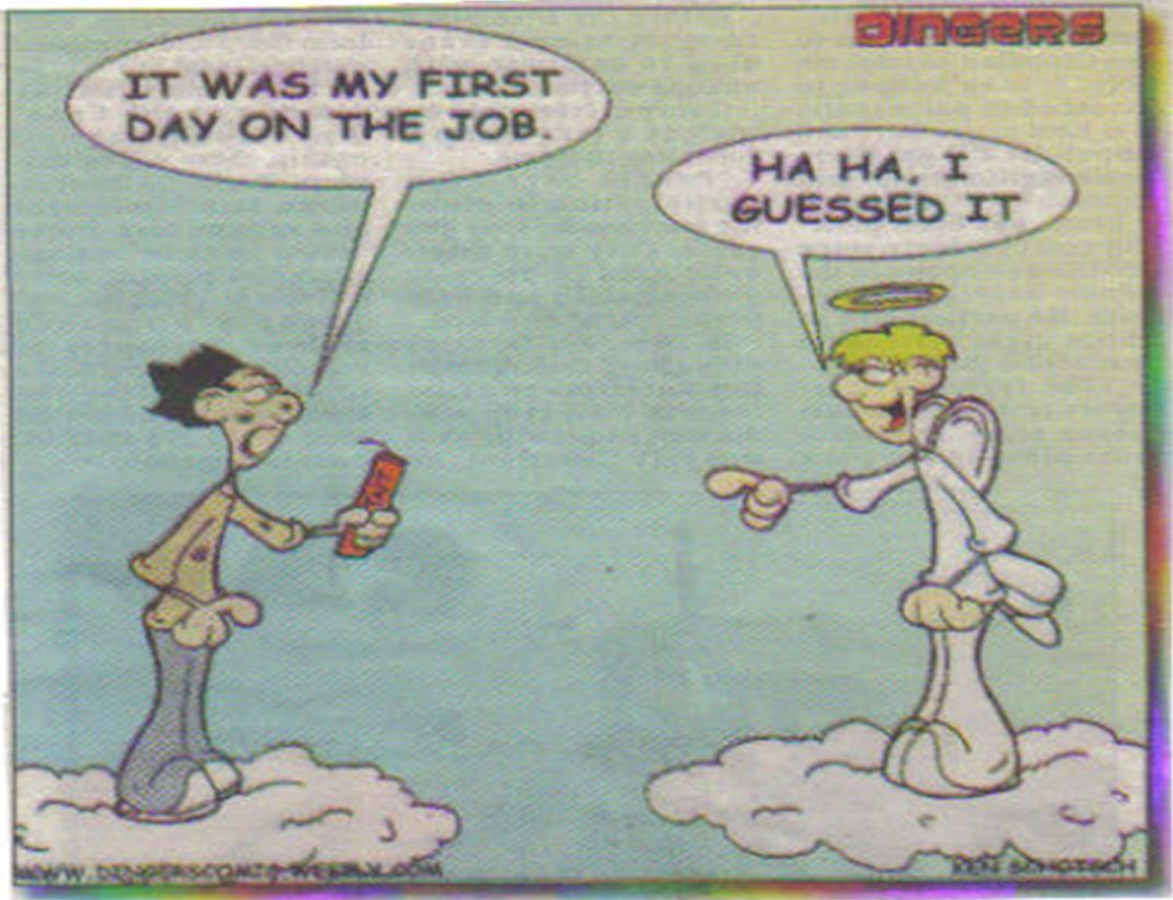


# Training Across the Generation Gap



# Description

- Workplaces continue to change. Change appears in the technology, the methods of work, and many other areas, but nothing is changing any faster than the workforce. Generational training in the workplace involves teaching coworkers how to understand and work effectively with colleagues from different age groups by acknowledging their unique strengths, values, and communication styles. There is little that is more important or valued than good communication. In this presentation we will explore effective communications with new/experienced and younger co-workers and communications in a more general context

# Take a look at Demographics

- Generation Time table Traditionalists 1900 to 1945 Loyal, conformers, respect authority, disciplined, and formal
- Baby Boomers 1946 to 1964 Optimistic, step-by-step promotion, question authority, and value relationships
- Generation X 1965 to 1980 Independent, flexible, want structure, immediate communication, and fun
- Millennials 1981 to 1994 Multi-taskers, confident, adaptable, highly social, team tasks, and extreme fun
- Generation Z 1994 to ? Socially responsible, connected, communicate in 140 characters or less, and influenced by peers
- Young workers 16 to 25 years old like teamwork and competition. Choose whom to respect. Prefer short, frequent, positive feedback

- <https://www.youtube.com/watch?v=ZzgSJMay6DA&t=494>

# Why is effective communication so important?

- **Effective communication is important** to building strong relationships and succeeding in the workplace. It's a combination of good speaking and listening skills that leads to clear, concise **communication** at work and personal relationships.
- Keep Learning
- Everyone is to be heard

## **Bridging the gap:**

Focuses on closing the communication and work-style divides that can occur between different generations in a multi-generational workforce.

## **Fostering collaboration:**

The goal is to create an environment where workers from various age groups understand each other's perspectives, learn from one another, and work together toward common business objectives.

## **Recognizing individual differences:**

Emphasizes understanding that each generation has its own unique traits, expectations, and learning preferences, moving beyond stereotypes to appreciate individual differences.

## **Enhanced Collaboration and Innovation:**

Diverse age groups bring different viewpoints, which can spark creative problem-solving and lead to more innovative solutions.

## **Worker Engagement:**

Tailored training that respects generational needs helps workers feel valued, leading to increased participation and satisfaction.

## **Knowledge Transfer and Mentorship:**

Facilitates both formal and informal knowledge sharing, such as reverse mentoring, where younger, tech-savvy employees can mentor older professionals, and vice versa.

# Do We All Communicate the Same Way?

- Experiences
- New Workers
- Young Workers
- Peers

# Assumptions-Finish the Sentence!

- Too often communications are hindered by assumptions:
- 1. Millennials...
- 2. Older Workers...
- 3. We cannot get them off...
- 4. They don't keep up with the...
- 5. Work has...
- 6. There is nothing we can..

# Assumptions

- Too often communications are hindered by assumptions:
- 1. “Millennials do not want to work”
- 2. “Older workers don’t listen”
- 3. “We cannot get them off their phones”
- 4. “They don’t keep up with the times”
- 5. “Work has changed”
- 6. “There is nothing we can do”

# Most Dangerous



# Demographics, What was Communication Like for You? Experiences!

- Hierarchical
- Command and Control (“up the pole or down the road”)
- Fatherly
- Open and collegial
- “I have done this a thousand times, so this is how we do it”  
(Preaching)

# What are some examples of effective communication?

## Examples of Effective Communication Skills

- Nonverbal Communication. Nonverbal communication is also known as body language.
- Be Open-minded. Facilitate effective communication by maintaining an "open mind..."
- Active Listening. Active listening allows you to increase your understanding...
- Reflection. Validate the thoughts and feelings...

# Should We Worry About Communicating?



“What if, and I know this sounds kooky,  
we communicated with the employees.”

# Panel Introductions

# Panel Questions:

1. In the context of your work, have you experienced communications challenges related to generational differences?
2. Are you influenced more by your peers or by older and more experienced workers?
3. What would you do to foster healthy communications and social skills? (This could tie in with verbal, electronic, phones, etc.)
4. Is there anything else that you might change to improve communications between the various generation gaps?

Be safe and communicate well!

Thank You!