

Welcome to Thriving in a Multigenerational Workforce my name is Jeannie Kuehler and I will be your moderator today our speaker today is Melanie Ordonez. I'll now turn it over to our guest speaker Melanie Ordonez.

Welcome everyone, as Jeannie said, my name is Melanie Ordonez and I'm a Registered Nurse, a Certified Health and Wellness Coach and a trainer at Magellan Healthcare. I asked you in a poll earlier what generation you're from, so I'll self-disclose my generation. I'm on the cusp of Baby Boomers and Gen X, my husband is a Gen Xer, I have three Millennial children and a grandchild that may be fitting into Gen Z and my in-laws and parents are Traditionalists. So I have lots and lots of people of different generations and I really love this topic.

I'd like to note from the start, today's topic is expansive, but our time is limited. That said, I encourage you to continue to build your knowledge in this area. To help you get started, we have additional information in your handout. Usually we just give out a copy of the PowerPoint, but today we have a separate handout.

Today, we're going to learn about and discuss the generations currently in the workplace. I could go through bullet lists to explain the characteristics, but that'd be pretty boring, if you like bullet points they are in the handout, but adult learners remember the stories over stats, so I will talk about each generation by introducing you to five people; one of each generation. We are going to overexaggerate these scenarios for educational purposes; it's not to stereotype the generations. Through these people you'll learn some of the common characteristics of each generation and how each generation impacts the workplace. You'll also learn tips to help you working with people of all generations.

For learning purposes, we'll use generalizations as we talk today about these generations. However, this information is meant simply as a guide for learning purposes. As you go about your work with people of different generations, it's important to be mindful we're all unique and our generation is only one part of who we are.

When people tend to act on pre-conceived perceptions about generational differences it can cause conflict, make it difficult to communicate with people and bring up challenges.

I'd like to ask you a poll question, you all had a reason for showing up today, so I want to ask you how do you think a greater awareness of these issues can help you thrive in the workforce? I'm not broadcasting results but I will read some of them. Better communication, better understanding, teamwork is dreamwork, be able to retain talent, improve communications, want to learn more about these generations, build relationships, be better teammates, have a more cohesive workplace; yeah, these are some great answers.

Having awareness of how we may contribute to generational tension or show a lack of respect for someone who's of a different generation is key to success in today's diverse workforce. Part of this is recognizing each generation's experience, distinct set of skills, and value they contribute to the workplace.

So I have here listed the 5 generations who are currently in the workforce. Before we get started I want you to just know we have here listed these dates and names for these generations variations on the timeframe or different names for some of

these generations. So what we have here are some of the most common except I do not have millennial's listed here but it was a little long for the slide. GEN Y appeared understand that you will find lots of different names it again those are in your hand out so you can look at that if you want to later. Generations are actually defined by researchers who track people who are at a similar age on a wide range of issues, behaviors and characteristics. Because they are constantly tracking this information is always evolving and changing as new research emerges. That is why it is so important to educate yourself after today. Age and experience and that can lead to tension and conflict at work. It is not uncommon these days to see a younger person managing someone older. Someone old enough to be their grandparent could we have people that are heading into second careers now. They may come into the workforce and have someone or maybe even younger than their grandchild. Managing them. That can cause some confusion at Taipei the older person I have a lot of experience and how can this younger person tell me what to do and maybe the younger person is wondering how do I do some of this. I am newer to management I'm not really sure myself. There are lots of things that happen when you mix all these generations together. Why don't you tell me what are some of the challenges that you have had in working with people across the generations. Different values, trust, miscommunication. Respect, work ethic, technology, mindset. Lots of different priorities. Someone said being talked down to, condescending talk related to age. Ability to change or do not like change. Some people are talking about cultural differences and that we are not going to acknowledge that today but it is just going to confuse us more. So we do have to just talk about generations of that makes it difficult because there is so much to us right. For sure. Yes. We have different worldviews too according to what we have experienced in life. Those are some great, great answers. Thank you so much for sharing that. It gives me an idea of why you are here. Again, support staff but as we talk about the generation it is really crucial to acknowledge our tendency to have a bias

towards our own generation. Just like our own culture or on family life or whatever it may be, we have a natural tendency to be biased towards what is comfortable to us. If we recognize that, if we raise our awareness it will allow us to be more open and appreciate people of other generations did the truth is there is not anyone generation that is better than the other. I hope I am not bursting any bubbles with that. I think you are pretty smart audience and you probably all know that. In all reality we all have something to bring. We need new people coming in the workforce with new, fresh ideas but we need people with experience to be out there and help us with the lessons we have already learned in life. Each generation influence the other in some way or another. I'm going to ask you to just keep an open mind as we discussed the topic and really try to focus more on our strengths and opportunities than on our differences and deficits

Will talk about some stereotypes as we go along because I do think it is important for you to understand what those are so we can break some of those down. Again, let us not focus too much on that negativity. The me start out by introducing you to our first person in the slide here. This is Betty and she is 79 years old. Her father was a World War II veteran and growing up her parents taught her to be respectful and not to question authority. To be frugal because they had gone through the Great Depression. Betty has worked in horticulture for over 50 years and she has been at her current job for 35 years. She is considered the most knowledgeable person at her workplace. She reflects authority, she operates within the parameters of her job, she has a strong work ethic and she is very hard-working. But he prefers to avoid conflict and she would rather keep quiet then speak up or disagree with someone. Betty's coworkers describe her as being slow to open up but when she gets to know you, she is loyal and would just about do anything for you. They praise her for her good attitude, her practical knowledge and sacrifice for the team. She will do what it takes to get the job done. They are quick to point out that Betty also

prefers the status quo. She does not actually appreciate change a lot. So on this first one to talk to about some of the stereotypes, challenges and some of the benefits of working with someone like Betty. As we go on to talk about some of these other people I'm going to ask you to jump in and join in that discussion. So some of the stereotypes that are out there about traditionalists are they are old-fashioned, behind the times, they do not take risks. Some of that is shown here and are overgeneralization a Betty Wright. But I want to just ask you to think about people you know who are traditionalists who maybe are not necessary that way. Did you know that the founder of epic systems and if you're not familiar with that is you probably seen it have you been to the doctor lately. They are in charge of the medical records there storing the medical records at your doctor's office. If your doctor is there typing the way it probably has something to do with epic system. The founder of that is Judy Faulkner and she is 76 years old. She came up with this idea years ago about the need to be able to store up medical records this way. So if we want to have a stereotype remember people like Judy. Some of the challenges we might have in working with someone like Betty is she might struggle with change) some of them may have that issue would change. They have been in this game same work environment for years and years some of them. They have seen the way things are and they may not want to change it. Also, they may not want to speak up or talk about things if there is conflict. They may not be good at talking through that. But there is lots of benefits and working with someone like Betty because she is very loyal. She is loyal to her job, she is loyal to you. If she trusts you and she is a hard worker. She has a great attitude and she is going to show up and get things done. She is going to make sure that she gets things done and she has got a wealth of knowledge to share with everyone. So when we think about working with the traditionalist, the first thing that is helpful is to recognize the length of time they have worked and their level of expertise. Many of them are true experts at their job. Because they have been around for so long. So you can

go to them as a resource, they are a great source of knowledge. Also with all that experience comes a lot of great problem-solving techniques. Be sure to reach out to them if you have some kind of unique problem you're trying to deal with, they may have a perspective that you would not think of. Also, traditionalists tend to respect authority. So it is important to remember that they will follow the chain of command and they will think that not doing that or they may think not doing that is disrespectful. So just keep that in mind. Also they tend to prefer a style of communication that is more formal like face-to-face or verbal over the phone. They also like handwritten notes. My mother-in-law she is a traditionalists and she writes me a card for every single holiday that there is. I will get one for Thanksgiving, I will get one for the Fourth of July. She always sends me these beautiful cards and she likes those handwritten notes and it is a loving gesture for her. But she also has a smart phone, she text me and she is on Facebook and just know that sometimes we think of traditionalists a certain way but they definitely have a lot to bring to the table.

And knowing this I want to ask you what you think you will do as you work with some traditionalists or even traditionalists in your life. Think about who you might have in your life that fits into this generation. What would you do to foster that relationship whether it be at work or at home. Be patient, listen, get advice from them. Honor them. Absolutely. They have been through a lot in their life. They have seen so much. Pick their brain, understand how much they have to offer. As for their input. Don't think that what they have to say is not relevant. They have a lot of relevant information to share with us. Be respectful of their experience. These are great great answers. Lots of asking questions. Ask questions. Learn from them. They are a great source to learn from. Actually, thank you so much. Let's move on now and we're going to talk about the next generation which is the baby boomer. This is Larry. He is 60 years old and Larry's father was in the military. His family had to move around

a lot in the U.S. and abroad and it is Pham father fought in Vietnam and he rumors the antiwar movement and how his father was treated after he returned home. Today Larry manages a large sales team of mostly younger workers and he is well liked by his peers and step it they say he has never met a stranger. He enjoys working with his team and he gets a lot of satisfaction out of their success. So he is really into driving them and getting them to be successful. He is likely to describe himself as ambitious and optimistic but his staff will tell you that when he wants to get together to strategize is going to give a lot of detail and he expects them to ask questions and really explore their options. Sometimes he is hard on his team and he does not understand why they do not want to do things his way. So Larry's describe him as really being a hard worker, that he is driven. That he wants them to be successful and they know that paid his coworkers know he is loyal. He has a strong work ethic and his very passionate about his job. They also know he can be a little defensive if they give him a criticism work constructive criticism but they also know he really receives recognition well. So he likes positive feedback. So some of the stereotypes we get from baby boomers we can get from Larry here. They can be seen as you know maybe power driven, they might be workaholics. They also sometimes are thought of as being self-centered or unrealistic, out of sync with technology. You know sometimes we if they don't know about technology. If you think about it Bill Gates and Steve Jobs are both in that they be boomer generation. We have these people that are very influential with technology in this generation. Again, though stereotypes we have to break through some of those. Some of the challenges of working with Larry might be that you know he could be sensitive. If you have feedback to give him or you want to tell him about something you would like to change, with what he is doing you might have to use a little complement sandwich there as you give him that information. It might be tough for him. So also, they may expect you to put in as much effort into the job as they do. So remember that. They are really, really into their

jobs. They put their heart and soul into it so they may expect that from you. Only talk about the baby boomers what you think are some of the benefits to working with somebody who is a baby boomer? As just about everyone is saying experience , hard work, strong worth ethics, great leaders, great role models for work ethic. Knowledgeable. Team players, driven. Yes, you want to get something done man you give that to a baby boomer for sure. They will put their heart and soul into it and history, they have a lot of history behind them too radical right, think you for answering that. I want to go on and give you a few tips about working with people in this group. First of all they need to have acknowledgment at all so that they have been in the work force for a very long time. It is important that we know that we let them know we value their experience. I'm so happy to see you guys say that. That that is something you can see is a value from them because they really will appreciate you letting them know that. They are hardly dedicated to their job. They put in all their effort to it so they do like to hear that when you appreciate and value them. Also because boomers like to explore the options, they can make really great sounding boards for dealing with issues. If you need to brainstorm something, go pull baby boomer to the side because they will really get you thinking and brain brainstorming. I do want to say as far as communication goes, you may want to use a more formal approach and not be too lax. I tend to be more informal with my approach and some baby boomers can find that tiring .

I need to figure out how the baby boomers in my life like to be approached. I know someone a few years back I was younger generation working for a baby boomer. He was newly hired and right away he went to the company Christmas party within the first few weeks of starting his job. He went up to his baby boomer boss and started talking to him like they were buddies and the baby boomer boss was not happy and it affected their working relationship for the remainder of the time they worked together. The younger person did not feel that they got the respect or relisten to. When I want you to just know is that by changing your

approach to be more formal is not compromising the egg integrity of your idea but it is a smart tactic to help eliminate barriers that might prevent people from hearing what you have to say. That is definitely what I have found with my friend but it really did affect his ability to be able to be productive on his job unfortunately. Now to some extent, there are still politics in the workplace. There will probably always be to one degree or another. Many baby boomers have been around long enough they know how to manage that but if you are new to the workforce and you are unsure about touchy situations and how to handle them go to them and ask to have some great advice they can share with you about that. It can be a difficult thing to navigate. And thinking about what you have learned about these baby boomers, I want to find out from you what do you think, that you will do differently or how will you approach baby boomers moving forward? Using them as a sanding board may be more formally pick kind of check them out first before coming up and being buddy buddy. That is not a bad thing. We all have our own ways and it is just being respectful. Respecting their knowledge and their experience.

Yes, the formality Park , exactly. They may like that but it also depends on what, you know where they are and that baby boomer timeframe too and think of that. Yes respect one's time. Okay, great. Those are great answers. I will pull this down here. Were going to move on to our next generation. Were going to move on to generation expert what I want to say about them is they are the second largest group in the workforce now. They are now larger, they represent more people in the workforce than baby boomers. I have Dante here. He is an emergency room physician, he is 40 years old. He was a latchkey kid from divorced parents and they worked long hours so they do not have a lot of time to spend with him. He spent a good amount of time by himself. He learned to be very resourceful as self-sufficient and independent. When Dante is at work he expects the nurses to give him concise and meaningful patient information. He does not want a lot of chit chat necessarily. He is results driven so he does not have patience for a

lot of inefficiency pretty loves his job, he really values that but he always also balances his work life , spit on his days off he spends quality time with his kids. Usually the last one to volunteer to do extra shifts but also his peers describe him as hard-working and he is seriously independent. He does not necessarily reach out and collaborate on patient care if he does not have to. He's going to write his notes and he expects his peers to read his information and use that to do their part in the patient care process. He finds his own supplies and they also know that if he comes and asked them about his patients they better have concise and accurate information to give him. So some of the stereotypes about this generation are that their selfish, impatient and cynical. You can see, he is in some ways been through a lot in his life. That has brought him to where he is today. I think that's why some people think there may be cynical but they have seen what is happen when people work hard and maybe have not gotten what they expected. They do have a little bit of that questioning. So when you see some one like Dante or you yourself what are some of the challenges you have with this generation? Yes. If you are a Gen Xer you work with Gen Xers and you probably see things you do not like in them. They are challenging. We all do. Right. We have things even if we do it ourselves. We've got selfish, impatient, demanding, can be stubborn. Somebody said nothing, I identify with Don day.

Me too. I'm or identify with this generation than I do [Laughter] as a boomer. My husband who is definitely a Gen Xer he identifies as a boomer really. So I get up in the they can be a bit stubborn or inflexible at times. These are things that might be challenging for us. Actions speak louder than words, being stubborn. Okay some of the things we have talked about. I think you get that from Dante. Let's end this but I'm going to reopen it and now I want to tell you what are the good things about working with the Gen Xers. What are they bring to the table to help have a better workplace ?

Someone said no fluff of the conversation at work and yes they don't like a lot

of corporate jargon. To be honest they are going to get down to what needs to be said and they're not going to talk around in circles. They have new ideas but somebody said they are really cool actually.

Resourceful, hard-working, reliable. They are doers. They are not going to sit around and wait they're going to do what they need to. They are responsible and expect other people to be responsible too and yes they do expect that but they give honest feedback. They're focused. Devoted knowledge of technology, they are efficient. Yes all of those are great characteristics. Of this generation. So let me get to talking about what it is that will help working with them. Gen Xers they make expect you to figure out what to do. You know they had to do things on their own a lot so it's not because they're trying to be mean, it is really because they just have that mindset. They had to figure out a lot on the road and they would expect you to do that too. So you might have to take the extra step and say, you gave me this test can you show me how to do it, can you give me the details. Because they may it just might not be intuitive to them to tell you that. Also a lot of them saw their parents work long, long hours and that really not really have a lot of balance in their work life and home life but what I want to say about that is there going to really regard lifework balance, maybe value it more than some but I will give you an example but I know someone whose father was a traditionalist and was a C.E.O. for a company for many many years. He worked hard and long hours for the company and he retired in his early 60s. Retired early so he can enjoy his retirement and two months after his retirement he came ill and suddenly passed away. So she is a Gen Xer and she saw what happened with her father and for her worklife balance is really important because she saw what happened with her father. She does not want that for her life or her children's life. Also they are usually very open and friendly and more informal in the workplace. They like to have flexible hours when possible. They may prefer to telecommute. They may not see a need to sit in the office in a chair because they can use technology to communicate to get

things done. If you are you still a more formal style, that might be challenging for you. Consider keeping an open mind and being willing to have that flexibility when you are able to print also Gen Xers like to stay face-to-face meetings for issues that are really important. If you are a manager and you call meeting face-to-face think about how many times you do that and how important it is and our time is valuable. I think we'll kind of accept that. But these guys might be a little more off put by that if they do not feel you have a pit a face-to-face meeting they know you can do technology if needed to do it. Just think about that. They will use both phone and email but often prefer to use email. Also they can be one of the biggest groups on social media users in the workplace. If you have a workplace Facebook book they might be the ones that are using it the most. So in moving forward and working with these Gen Xers what are you going to do differently or how would you do something differently moving forward to help foster that relationship with them? Be willing to ask for details. Yes sometimes it is upsetting when you think well, how did they expect you to do this when they don't tell me. You may have to ask for that. Yes, understand their importance for worklife balance, be open-minded. Keep it simple, asked more questions when you need to. Do research right. So you do your part. Instead of going to them right away. Join Facebook someone says. [Laughter] Gen Xers took over Facebook I think. Talk to them more gently. If the work is getting done that shows you that they are working. You know we have had this controversy about how to we know if it's getting done. Well, how do you know if work is getting done when they're sitting in their shape and it's all about how productive they are and what is the final and product is of their work Are right, grape and thank you so much for answering that. So let's move on now to generation Y. Generation Y is synonymous with millennial's but it is the same thing. They are most often called millennial's than anything else. I mention I am the parent of three millennial's and I had to learn a lot. In dealing with them. I had to actually come to this understanding that when they started out in

their young adult life it was during the great recession. So they had some trouble getting out on their own and getting started. That has been difficult for me to deal with as a parent. I know in the workforce if you're in the workforce with a lot of millennial's which you are right now because they are the largest group in the workforce. They are there. So I want you to just about them and think about some of the stereotypes we have had about this group. Or if you are in this group hey, give me what you have heard about yourself. My kids have told me a lot of stereotypes. Lazy, selfish, entitled, no accountability outspoken. We have given them such a hard time, these millennial's. Entitled. I bet you if I asked how many people wrote these there probably millennial's themselves. Because they have heard it so much. They don't want to be called millennial's anymore because, you know, we've gone so much since then. I thank you for sharing all of those stereotypes. I'm going to move this out of the way here real quick. I'm going to introduce you to Cody pit his 34 years old, he is a business analyst but he grew up in Oklahoma City and he remembers the bombing of the federal building and some of his friends lost relatives during that bombing. He was raised by a single mom who put a lot of emphasis on him having a really high self-esteem. Cody's confident, he is innovative and he appreciates confidence and he seeks out meaningful projects where he thinks he can make a difference. So Cody is not shy to ask for projects that are going to help grow and develop his skill. That is really important to him. His check litter and is great at multitasking. He is also persistent and would be described as some of the older generations by being a go-getter. Cody appreciates a flexible work environment where he can use technology to work anywhere. He will work on home, on the train or in the corner cafe if he needs to. Then he also is likely to be one who likes to telecommute he has a good optimistic attitude more experienced workers can sometimes think he is overconfident. So they feel like that is a challenge in working with him. When we think about some of the challenges and working with is I want you to tell me what are some of the challenges you have

had Camino to challenges. Not the stereotypes but what challenges have you had. Okay. Somebody wrote wanting to be a C.E.O. without knowing anything about the organization because they are super driven. There wanting to learn things so quickly. Sometimes that can come across as entitlement. We can think of that, they think they are entitled to have things. They are really wanting to work on growing their skills and their development. That can come across as difficult. Sometimes like yeah, there overly confident. Or like they think they know more than maybe they do. So let me and this real quick here. I'm going to open it up. What are the benefits of working with the millennial.

They have gone such a wrap up being all this different thing is what is a good thing about them? Yes technology driven great memory. Innovative. They have great ideas. I like how my kids come up with ideas I can't even believe sometimes. Is good with technology , and fish out of the butt speakers. Sometimes my daughter complained she feels stifled that work and she does have ideas and people will not always listening to her and she is frustrated with that. It is frustrating so, yeah. A lot of people talking about they know their technology and they do. They are also honest and they can be really really okay am going to and that and pull out of the way it give you some tips for this generation. So guess what. Millennial's have been in the workforce for so long now that they have their own unique perspective. Look at it. These guys are in their late 30s now some of them we cannot just lump everybody to you the thing that they're all the same. Difficult. I catch my husband oftentimes talking about people of a different generation calling the millennial's when they are not. It is not fair to them right. They definitely do not want to be considered that way. They have come into their own. They have grown up and they are great at using Tate analogies. You will recognize asked them to teach you give them a sense of purpose and they want to feel that. They also like the ability to work from anywhere but they want that flexibility with worklife balance. Actually, you know, if the company offers telecommuting there probably going to take them

up on that but that does not mean that they do not understand the need for teamwork. They really value collaboration and they are just going to collaborate differently by using technology. They really value of their job and they're going to work hard to meet their goal. Because they are such a tech literate situation don't stifle that try to encourage and if you can. Use technology conduct meetings if you are able to produce filesharing and asked them to know something that is if they can show you how to use it. They will love that.

Millennial's are open to feedback were getting these stereotypes that they are selfish or self-centered. Guess what, they're asking for feedback because they wanted. If you are there later they especially want you to give them feedback, they want you to develop that. They want to grow, they want the skills that they may seem impatient with you, be patient with them and help them to understand that you are trying to help them get where they want to go. Right. Most monos of this point as one of the biggest reasons they get that good feel better. Nicole Bates Keith if you are working with millennial, if you are millennial working with other Millennials how are you going to foster this relationship tech advice for sure. Constancy to being open to their ideas, not shutting them down pit they have some great ideas but they may have lost the idea sometimes but that is part of rain storming) we have lots of ideas and then we narrow it down to what we can really do. So take those ideas and work with them. Look at the is your overall starting point maybe and then help work with them. Some of you older people that are better at brainstorming. I brainstorm with my kids a lot about ways to do things because I have life experiences they do not have but they have great ideas. Also opportunities for development. They're going to be happy you give them. If you want to retain balance thing into them them the if tuna did. As for their opinions and they want to feel listen to. Even if you cannot do it. If you just paraphrase back to them and say what you heard, they know you heard it. It will go along, long way. Thank you so much for sharing that. Okay. Let's go on to our last generation here, generation C. This is the newest generation

in the workforce and their estimated to be about 60 million strong. There are some stereotypes already starting about this generation. We have already heard that people think they are just an extension of the millennial's. Some of the sterile types that the negative stereotypes they've given millennial's have gotten wrapped around these generations ears. I want to make it clear they are definitely their own unique generation. They have their own skills, their own habits and is really too early. They are young right. They are just in the workforce so this is all new to them. So keep that in mind as you are working with them. So this is that he is 20 years old a restaurant worker. Is working to save money for college. His parents are in a same-sex relationship and who remembers when you're are not allowed to get married. Jaden grew up in New York City where he has an ethnical diverse group of peers. He does not remember a time when he does not have Internet or cell phones to some degree. He loves his job and he will post on social media pictures of his work were of different things about his workplace. He is a master at multitasking but sometimes he can kind of get caught up on text and when he was working. Jaden is really energetic and dynamic and interacts well with the customers and coworkers. He is extremely adaptable. He expects to get coaching. He wants people to give him feedback including his boss and his peers

He is learning something new he wants specific detailed instructions on how to do it. Then again if you're telling him something and he doesn't agree with her. He's not going to be afraid to speak up he will challenge the status quo. His coworkers will describe him as fun to work with they also know is some strong and then he will challenge them if you think something is not right and his supervisor says he is a hard worker and she also knows he has high expectations of her. That includes providing for cooking coaching and feedback. So if you're working with a Jen seer I want to ask you what you think maybe if you are not even what are some of these challenges with this generation? I was surprised to see you guys have quite a few people in this group that have Jen seer is you are

working with. Strong opinions. Deeply focused. The Google search generation. That's interesting. Yes they are probably a lot turning to the Internet to find things out. Questioning without reasoning. Impatient. How to relate to them. That is a challenge. Yes. Especially the further out we are from them it is harder to understand. Keeping them on task. Yes somebody said my grandkids. I'm right there with you. And watching this generation grow up. Great. Overextended. I'm getting a lot of the same answers right. Impatient, you know not having good focus. Overextending themselves. So lots of the same kind of answers but I'm going to close that out but I want you now focus on what are the positives, what are the positives of dealing with this generation? If not right now what are they going to be? Energy, fresh ideas but they are trainable and adaptable. Yes, they are saying they want to, get feedback from you. They definitely are going to be that right. Accepting of all types. That is right. They actually, it has been said that the only way they recognize diversity if it is not their parents up they walk into a room and they do not see diversity they won't notice it more than if they work into a room of diverse people. They have more diversity than any of us. You are very accepting and multicultural. They are very good at technology thinking out of the box and ideas. Absolutely. Okay. I'm going to end that I pulled over. I'm going to give you some tips about this new generation in the workforce. So those of us that a been around the workforce for quite some time we sometimes tend to think that younger generations maybe don't know what they are doing quite yet. And they do not to some degree. Remember when you were young and you were first starting out. So to get the most out of working with generation Z don't compare them to any other generation. Just ask questions, try to get to know them and listen and learn from spending time with them. Really, focus on their strengths versus their weaknesses. It is always easier to have a negative bias and we want to focus on the -1st. Try to find the positive about them. They are the most tech savvy in the workplace but they really seriously cannot probably remember a time when they did not have some kind of a cell

phone, they know how to use tablets, the Internet. Some of them were not even know a dialtone on the phone if they picked one up and some of you if you are Jen Z you my wonder what phone is pico I'm just joking. It is true. Some of the younger generation like my granddaughter. She does not know how to pick up phone and hear a dialtone for that is totally odd to you. They have all this technology and it is second nature to them. They are likely to be able to take advantage of situations I do quite well. They are willing to accommodate, you know, whatever needs to be done. If you can accommodate them to be flexible in that way that will be coaching you. Also digital correspondence is great if you need instant feedback. They are used to texting, do it all the time. Believe it or not, surprisingly, it is tricky with this generation. If you've got anything that might be perceived as anything emotional or anything that could maybe lead to misinterpretation or disagreement or conflict they want face-to-face. They actually want you to speak to them face-to-face. So do not think texting is the way to deal with this generation or instant messaging is the best way. If you have something you really need to speak about that is important you're going to have to do a face-to-face with them. Also this generation is very entrepreneurial so they like to be more independent, you guys mention that. They want to be the C.E.O. but they do not have the knowledge. That is part of their entrepreneurial spirit. Foster that if you can. Help them seek out those opportunities I give them extra responsibilities because they do strive for leadership positions. In their mind their dreamers with that so help them figure out how you can help them, you know get there. How can you help them build those leadership skills but they are going to be impatient, they are young. They still have not been around the block very many times. Also this generation wants to learn and they expect real-time feedback so do not wait for a yearly evaluation with them. I mean I think you have seen that with other generation spread with the millennial's too good we really have to give real-time feedback at this point. If you are a peer of someone who is a Jen Z give them feedback that they

want it. You know they do not mind it, they would like actually. If you are managing them, help them create realistic development plans. Going back to that person who said they want to be a C.E.O. Help them narrow that down. Help them figure out kind of realistic steps. They don't know necessarily about all that goal setting so help them foster that. You could get great production from them. Quick story of a woman who hired a Jen seer to come work for her. This girl was straight out of college and the boss had all of her death set up with all these new goodies and she had a laptop a brand-new laptop for her. The new employee comes in and looks at it and says is that my laptop in her that I said yes because she said I really prefer to work with a tablet and her boss was kind of put off at first by that but I just got you this brand-new laptop but she went ahead and got her a tablet and guess what. She hung in there with her and she is one of the highest producers on her job. So just think about that. Moving forward in working with these Jen's ears what are you going to do? As they're coming in the workforce if you're not working with them already there coming, what will you do to help foster that relationship with them? Yes, train them, mentor them. Lead on a regular basis. Be patient. Yes the patient with them. They are young. They are learning right now. You have a great time to help mold them, they want to learn. Yes, somebody wrote or commented that Jen's ears and traditionalists like face-to-face is kind of gone full circle in some ways. Welcome them, be patient with them. Understand that we may not understand all that energy that they have but we have not grown up in the world they have grown up in. Just remember that when you are dealing with them. All right thank you so much for answering that pool. I'm going to move on. I just want to summarize this by giving you just some overall tip that is going to help you navigate every single one of these generations in the work. If I can say this first one that's three times I would. Kind of location, location location. Avoid stereotyping. I can't say it really fast three times because I would trip all over my tongue. That is so important. We have to better understand the various

generations. We cannot stereotype them. We overgeneralize, we exaggerated for many purposes but we have to understand people are influenced by so many different things in their lives. Generation is just one of them. We have our culture you know we have our gender, we have logistical needs. We have so many different things that influence us. Try not to stereotype and try to get to know the individual and filled them out but these are just general guidelines we talked about today. Also seek to ask questions. Seek to find out more about this person. To understand them rather they criticize. Lord defend them the way we do up and I kind of want to defend how I do it and think it is the best way the truth is I'm going to get along better with others if I can be more open-minded and not be so judgmental. When we judge we closed on our communication. So as peers and supervisors what is your communication preference, what do you like? Find that out about people and try to accommodate if you can. It's all about in some ways just being kind to one another and being respectful. Also be willing to learn something new. If you don't know how to do something reach out, somebody else in another generation probably does. Learn how to use it. You might be surprised at how much you enjoy it. And be respectful. That's another one. Be respectful of every single generation. Just as people who have been in it for a long time. New comers what respect. Right so we have to just understand that we all need to have a level of respect for one another if were going to get along. Also that we do have our differences and respect those differences and lastly, find common ground. I am going to just say to you there is a quiz in your handout. Look at that quiz. If you have more than a couple of these that you say are true. You have more alike with other generation then you have different and these are just some of the most common. It looks like we have so much to go over pit our time is up for today. I do want to thank you so much for being here with me. And participating. I'm going to ask you to answer that closing pull. I want to remind you about your EAP services that are out there too. If you did not get your answer today we are here at the EAP. We are open 24

hours a day seven days a week, every holiday pay call us, get on the web. If you do not know your website or toll-free number reach out to your HR department and they will give that to you. You can get more information on this topic and many, many many more but if I did not answer your question please go out there and start doing some research. We just had so much to go over today. I appreciate all of your willingness to participate with me. I'm going to hang out here for just a few minutes but this will end our presentation. Thank you so [Event concluded]much for joining.