

Four Generations, One Workplace

Understanding differences in the context of Diversity
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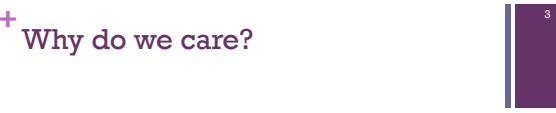
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Caveats

- Generational differences are not the same as stages of life
- Chronological birth not as important as shared beliefs, experiences and the perception of where one belongs
- Appreciating differences through a generational lens will lead to greater inclusivity
- Only one aspect of difference but one we make judgments about and have collective views on reinforced through selective observation
- Most data on generations derived and appropriate to non-traditional societies

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Why do we care?

- Globalization and the need to be more competitive requires everyone's full participation
- These are our sons and daughters and conversely, our parents and grand parents
- When one illuminates the differences we ultimately see how much we really have in common
- You will be leading multiple generations and the greater part of leadership is having followers and understanding context

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+ Let there be Light

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The Four Stage Developmental Model

Unconscious Incompetent

Conscious Incompetent

Conscious Competent

Unconscious Competent

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+ Generational Groupings

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Traditionalist

1922-1943

Boomers

1944-1964

Gen X

1965-1981

Millenials

1982-2002

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The Context

As a child of 6 to 8, when you began to notice the world around you, you started to develop a lens through which you interpreted events, situations and the motives of others. This was reinforced by what you heard in the house and possibly more importantly, by your peers. Each generational "cohort" group in large part, shares a common lens.

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Millenials: 1982-2002

Events

The Berlin Wall

The Dot Com

Globalization

The Internet

What's Important

Technology

Optimism

Diversity

Social Responsibility

Constant Contact

Transparency

The Environment

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Generational Differences at Work

■ Perceptions of Careers

■ Finding a balance between Working and Living

■ How each sees Feedback

■ Differences in Leading and the qualities of a Leader

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Career

■ Traditionalist

■ Stewards

■ Stoic

■ Anchored

■ Generation X

■ Employable

■ Portable

■ Transactional

■ Boomers

■ Climbers

■ Tenacious

■ Patient

■ Millenials

■ Learning

■ Acquisitive

■ Gigs

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+ Work and Life

- **Traditionalists**
 - Work
 - Separation
 - Sacrifice
- **Boomers**
 - Identity
 - Provider
 - Upward mobility
- **Generation X**
 - Balance now
 - Transactional
 - Employability
- **Millennials**
 - Skill development
 - Melding
 - Participation

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+ Feedback

- **Traditionalists**
 - “No news is good news”
- **Boomers**
 - Annual ritual
- **Generation X**
 - Event related and timely
- **Millenials**
 - Penetrating the “Bubble of Love”

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+ Leading and Leadership

- The diagram consists of four colored squares arranged in a 2x2 grid, each representing a generational group. Each square has a title and a list of traits below it.

 - Traditionalists** (Blue square):
 - Agentic traits
 - Boomers** (Orange square):
 - Agentic traits with heart
 - Generation X** (Green square):
 - Focus on skill building
 - Short time line
 - De-emphasize hierarchy
 - One on one
 - Millennials** (Purple square):
 - Be interested in them
 - Recognize and reward
 - Share information
 - Apply EQ

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The Path Forward

- Know who you are and what is important to you.
- Know how to communicate in a way that recognizes generational differences
- Accommodate and embrace differences as a source of strength
- This is about maximizing productivity not wielding power
- Know we have more in common than we have differences between us
- We are all at some point in life an unconscious incompetent, so be willing to enlighten and be enlightened

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Thanks for Listening

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