

# Challenges of Managing — Intergenerational Staff: Who Does It Best, Baby Boomers, Generation X, Millennials?

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# Introduction of the Speakers:



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# A Millennial Job Interview: Truth or Harmful Stereotypes?



# If You Were Born Between 1977-1985, You're Not A 'Millennial' Anymore, You're An 'Xennial'



<https://wokesloth.com/if-you-were-born-between-1977-1985-youre-not-a-millennial-anymore-youre-an-xennial/distributor/>

1946-1964

1965-1979

1980-1995

1996-2010



## Baby Boomers

The generation born in the post WW2 baby boom. Baby Boomers enjoyed free student grants, low house prices and they now hold the reins of power and have the most economic clout.



## Gen X

The generation also known as Gen Bust because their birth rate was vastly lower than the preceding Baby Boomers. Gen X are now becoming the 'helicopter parents' of Gen Z.



## Millennials

The generation reaching adulthood in the early 21st century. Also known as Generation Y, they have been shaped by the technology revolution that saw computers, tablets and the web become central to work and life.



## Gen Z

The generation hailed as the 'first true digital natives' or 'screenagers'.

Source: KPMG

## Generational Differences Chart

	Traditionalists	Baby Boomers	Generation X	Millennials
<b>Birth Years</b>	1900-1945	1946-1964	1965-1980	(1977-1994) 1981-2000
<b>Current Age</b>	63-86	44-62	28-43	8-27
<b>Famous People</b>	Bob Dole, Elizabeth Taylor	Bill Clinton, Meryl Streep	Barak Obama, Jennifer Lopez	Ashton Kutcher, Serena Williams
<b>#</b>		80 Million	51 Million	75 Million
<b>Other Names</b>	Veterans, Silent, Moral Authority, Radio Babies, The Forgotten Generation	"Me" Generation, Moral Authority	Gen X, Xers, The Doer, Post Boomers, 13 <sup>th</sup> Generation	Generation Y, Gen Y, Generation Next, Echo Boomers, Chief Friendship Officers. 24/7's
<b>Influencers</b>	<p>WWII, Korean War, Great Depression, New Deal, Rise on Corporations, Space Age,</p> <p>Raised by parents that just survived the Great Depression.</p> <p>Experienced hard times while growing up which were followed by times of prosperity.</p>	<p>Civil Rights, Vietnam War, Sexual Revolution, Cold War/Russia, Space Travel</p> <p>Highest divorce rate and 2<sup>nd</sup> marriages in history.</p> <p>Post War Babies who grew up to be radicals of the 70's and yuppies of the 80's.</p> <p>"The American Dream" was promised to them as children and they pursue it. As a result they are seen as being greedy, materialistic and ambitious.</p>	<p>Watergate, Energy Crisis, Dual Income families and single parents, First Generation of Latchkey Kids, Y2K, Energy Crisis, Activism, Corp. Downsizing, End of Cold War, Mom's work, Increase divorce rate.</p> <p>Their perceptions are shaped by growing up having to take care of themselves early and watching their politicians lie and their parents get laid off.</p> <p>Came of age when USA was losing its status as the most powerful and prosperous nation in the world.</p> <p>The first generation that will NOT do as well financially as their parents did.</p>	<p>Digital Media, child focused world, school shootings, terrorist attacks, AIDS, 9/11 terrorist attacks.</p> <p>Typically grew up as children of divorce They hope to be the next great generation &amp; to turn around all the "wrong" they see in the world today.</p> <p>They grew up more sheltered than any other generation as parents strived to protect them from the evils of the world.</p> <p>Came of age in a period of economic expansion.</p> <p>Kept busy as kids First generation of children with schedules.</p>



	<b>Traditionalists</b>	<b>Baby Boomers</b>	<b>Generation X</b>	<b>Millennials</b>
<b>Work Assets</b>	<p>Bring value to the workplace with their experience, knowledge</p> <p>Consistent</p> <p>Disciplined</p> <p>Dependable</p> <p>Detail Oriented</p> <p>Hardworking</p> <p>Loyalty</p> <p>Stable</p> <p>Thorough</p> <p>Use their institutional experience and intuitive wisdom to face changes in the workplace.</p>	<p>Anxious to please</p> <p>Challenges the status quo</p> <p>Can creatively break down the big picture into assignments.</p> <p>Good at seeing the big picture</p> <p>Good team players</p> <p>Mission oriented</p> <p>Politically Savvy-gifted in political correctness</p> <p>Service oriented</p> <p>Will go the extra mile</p> <p>Works hard</p>	<p>Adapt well to change</p> <p>Consumer mentality</p> <p>Direct communicators</p> <p>Don't mind direction but resent intrusive supervision.</p> <p>Eager to Learn, Very Determined</p> <p>Good task managers</p> <p>Good short term problem skills</p> <p>Highly educated</p> <p>Multitaskers</p> <p>Not intimidated by authority</p> <p>Thrive on flexibility</p> <p>Technologically savvy</p> <p>Will do a good job if given the right tools</p> <p>Value "information"</p> <p>Want feedback</p>	<p>Consumer mentality</p> <p>Collaboration</p> <p>Goal oriented</p> <p>Highly educated</p> <p>Multitask Fast</p> <p>Optimistic</p> <p>Positive attitude</p> <p>Technical; savvy</p> <p>Tenacious</p>
<b>Work Liabilities</b>	<p>Don't adapt well to change</p> <p>Don't deal well w/ ambiguity</p> <p>Hierarchical</p> <p>Typically take a top down approach modeled by the military chain of command</p> <p>Avoid Conflict</p> <p>Right or wrong</p>	<p>Expect everyone to be workaholics</p> <p>Dislike conflict</p> <p>Don't like change</p> <p>Challenge Authority of Traditionalists</p> <p>Judgmental if disagree</p> <p>Not good with finances</p> <p>Peer loyalty</p> <p>"Process before results"</p> <p>Self-centered</p>	<p>Built "portable" resume</p> <p>Cynical;skeptical</p> <p>Dislike Authority</p> <p>Dislike rigid work requirements</p> <p>Impatient</p> <p>Lack people skills</p> <p>No long term outlook</p> <p>Respect Competance</p> <p>Mistrusts Institutions</p> <p>Rejects rules</p> <p>Don't understand the optimism of Boomers and Gen Y</p>	<p>Distaste for menial work (they are brain smart)</p> <p>Inexperienced</p> <p>Need supervision</p> <p>Need structure</p> <p>Lack discipline</p> <p>High expectations</p> <p>Lack of skills for dealing with difficult people</p> <p>Impatient</p> <p>Lack of experience</p> <p>Respond poorly to those who act in an authoritarian manner and/or who expect to be respected due to higher rank alone.</p>

# Other Considerations:



1. Hiring Good People
2. Clear understanding of responsibilities of job requirements for all generations
3. Employee Engagement Process
4. Employee's Relations with the Institution's Mission/Goals/Objectives
5. Supervisor's Considerations of Employees: age, succession planning, communication and expectation models, time, and commitment, and institutional practices/legacies





**POLL!**

**What do we see?**

<https://pollev.com/raypun672>

# Question 1:



**Can you share with us your experiences managing different generations and the challenges that follow and how did you overcome these challenges?**

## Question 2:



**How do you diffuse intergenerational disagreements and support effective communications? What about cultural factors?**

# Question 3:



**What are best practices/ideas that libraries can do to support inter-generational workplace community?**



# Q&A Time

Comments, Questions, Thoughts?