



Generation Gaps

GLOBAL COURSEWARE

Getting Started

All workers offer ideas that can help the organization thrive in the marketplace.

Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

Workshop Objectives



- Understand the differences between each generation
- Find common ground among the generations
- Understand conflict management
- Leverage the benefits of generation gaps at work



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Each generation wants new symbols, new people, new names. They want to divorce themselves from their predecessors.

Jim Morrison

MODULE TWO

History

During the 1960's, the term *generation gap* was implemented to describe the clash between parents-Traditionalists-and their children-Baby Boomers.



What Generations Exist in the Workplace

Traditionalist

Baby Boomers

Generation X

Generation Y

Generation Z

What Defines a Generation

A generation is a group of people born during the same period who may share similar attitudes and values.





What This Means in the Workplace

Varying work styles, values, and attitudes of a multi-generational group could potentially create tension and other issues in the workplace.

Practical Illustration



- What Generations Exist in the Workplace
- What Defines a Generation
- What this Means in the Workplace

Module Two: Review Questions

1. What is the term “generation gap” used to describe?

A. Prejudice or discrimination on the basis of a person's age

B. A person reaching young adulthood around the year 2000

C. The differing values and attitudes between one generation and another

D. All of the people born and living at about the same time, regarded collectively

Module Two: Review Questions

2. Why is the work environment fragmented into various generations?

A. Because there is a lack of training on generation gaps at most organizations

B. Because many older workers remain on the job longer and younger workers are entering the workplace right out of college

C. Because many older workers are leaving their jobs and younger workers are entering the workplace right out of college

D. Because generations have a history of having a difficult time working with each other

Module Two: Review Questions

3. How many different generations exist in the workplace today?

A. Seven

B. Two

C. Five

D. Three

Module Two: Review Questions

4. Which generation is not currently in the workplace today?

A. Generation Y

B. Generation X

C. Traditionalist

D. Generation A

Module Two: Review Questions

5. What is essential for a manager or supervisor to understand about generation gaps?

A. The background, attitudes, and work styles of each generation

B. That Baby Boomers are the generation that was born following World War II, generally from 1946 up to the early 1960s

C. That it is only advisable for certain generations to be given certain projects/positions

D. That conflict between generation gaps is best left to human resources to mediate

Module Two: Review Questions

6. What defines a generation?

A. The length of time during which a person has existed

B. An association or organization dedicated to a particular interest or activity

C. A group of people born during the same period that likely share the same attitudes and values

D. The thought process, behavior, and work styles that exist within an organization

Module Two: Review Questions

7. Who does the Traditionalist generation represent?

A. People born before 1945

B. People born between 1946 and 1961

C. People born between 1961 and 1980

D. People born before 1931

Module Two: Review Questions

8. What might create tension if not addressed in the workplace?

A. The difference in pay scale between one generation and the next

B. When groups have the same attitudes and values

C. The fact that one generation brings a more serious work ethic to their professions than another

D. The fact that there are multiple groups and each group brings their own style, values, and attitudes

Module Two: Review Questions

9. Where can the generation gap between employees be seen?

A. In their attitudes toward discrimination

B. By their choice of cell phone

C. Through their words and gestures

D. In their adherence to workplace policy

Module Two: Review Questions

10. How might a manager prepare to work with all five generations?

A. By planning how to address issues proactively

B. By working to “fit in” with each generation

C. By keeping an open-door policy

D. Through completing certifications on the subject



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*Every generation laughs at the old fashions, but follows
religiously the new.*

Henry David Thoreau

MODULE THREE

Traditionalist

The traditionalist generation is the oldest generation you may encounter at work.



Their Background

The traditionalists were brought up during “tough times” where scarcity of resources was caused by economic troubles.

Their Character

Traditionalists are considered hardworking; they grew up during a time when having a job was a privilege.





Their Working Style

Like to be recognized for hard work

View work as a team effort

Tend to avoid conflict

May struggle with technology

Practical Illustration



- Their Background
- Their Character
- Their Working Style

Module Three: Review Questions

1. Which generation is the oldest generation in the workplace?

A. Generation Y

B. Baby Boomer

C. Generation X

D. Traditionalist

Module Three: Review Questions

2. What time period did the Traditionalist generation subsequently experience?

A. World War II

B. World War I

C. The Great Depression

D. All of the above

Module Three: Review Questions

3. Which statement is not true about the Traditionalist Generation?

A. The Traditionalists were brought up during “tough times” where scarcity of resources was caused by economic troubles and war

B. The Traditionalists grew up during a time when individuality was celebrated

C. The military influenced their way of life since war was a great part of their cultural event and many served during this era

D. Being born before 1945 is what classifies a Traditionalist

Module Three: Review Questions

4. What influenced the workplace during this generation?

A. They lived during a time when the country shifted from manufacturing to servicing

B. This generation was exposed to more group interactions through playgroups, team sports and other group activities than the previous generation

C. Traditional values in terms of family structure and gender roles

D. A departure from the traditional, and movement towards changes in society, beliefs, and attitudes

Module Three: Review Questions

5. Why are Traditionalists considered hardworking?

A. Because they grew up during a time when jobs were not abundant; they value the job they have

B. Because they were exposed to a variety of job options

C. Because they grew up in a time when there was a focus on individuality

D. Because they grew up in a time when it was easier to find work than it may have been for other generations

Module Three: Review Questions

6. Which statement is true of the Traditionalist generation in the workplace?

A. Traditionalists believe that hard work is the way you earn a better position in the company

B. Traditionalists tend to change jobs more frequently than other generations

C. Traditionalists are inquisitive, because they were taught to question authority

D. Traditionalists are the most likely to initiate conflict in the workplace

Module Three: Review Questions

7. What is a typical value of the Traditionalist generation?

A. The importance of questioning authority

B. The openness to frequent change

C. The importance of putting in short hours of work to engage in leisure activities

D. Safety and security

Module Three: Review Questions

8. What part of the working population do Traditionalists comprise?

A. 2%

B. 7%

C. 10%

D. 30%

Module Three: Review Questions

9. What is not a typical characteristic of the Traditionalist generation?

A. They see work as a team effort and avoid conflict

B. They rely too much on technology

C. They like to be recognized for their hard work

D. They prefer lecture style training over web-based

Module Three: Review Questions

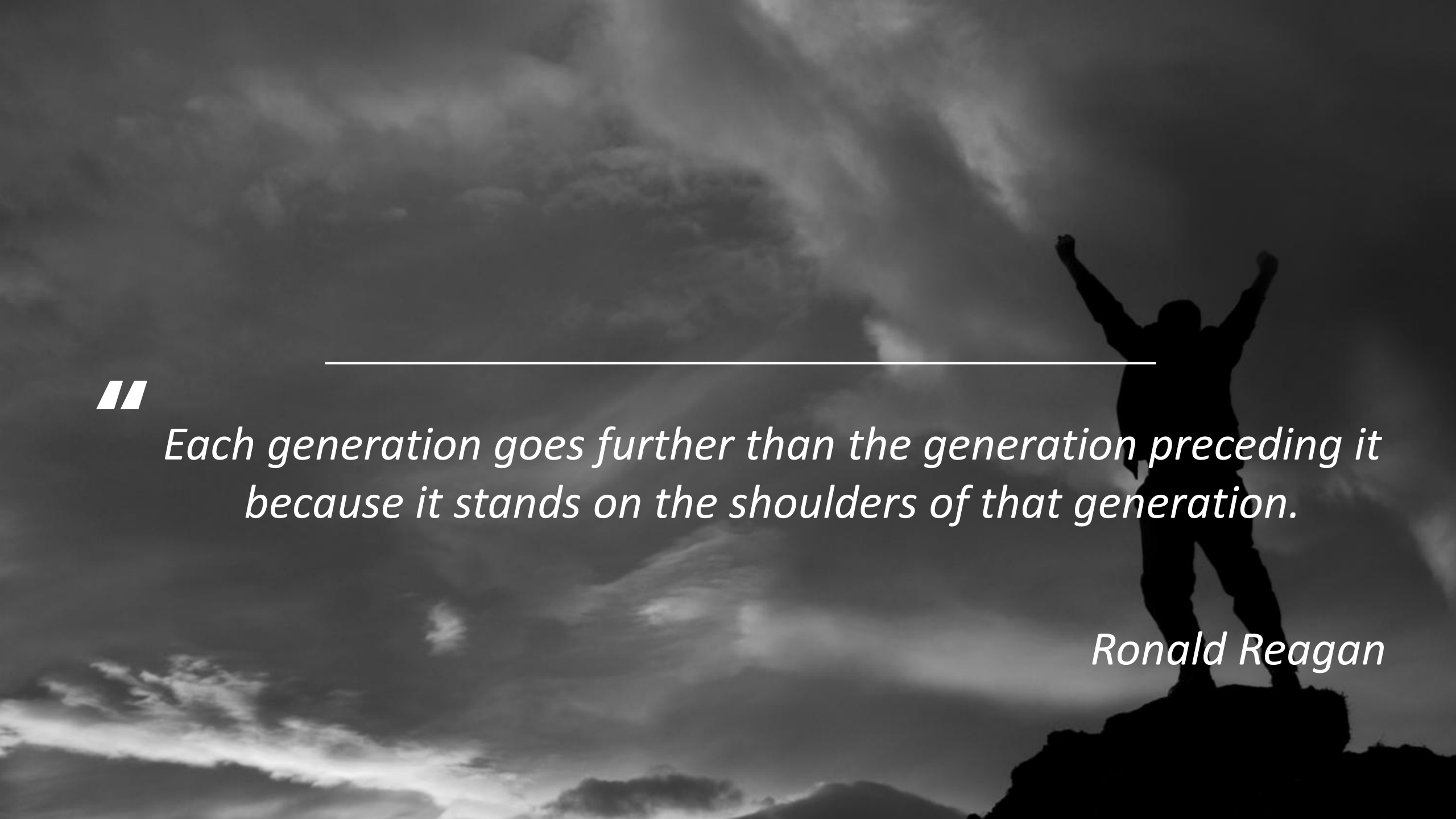
10. Why may the Traditionalist generation's zeal for working their way to the top be less than the other generations?

A. Because this generation is typically retired, or working shorter hours

B. Because they do not see advancement or achievement as important

C. Because they grew up during a time when jobs were difficult to come by

D. Because of their lessened focus on long hours at work



“

*Each generation goes further than the generation preceding it
because it stands on the shoulders of that generation.*

Ronald Reagan

MODULE FOUR

Baby Boomers

Baby Boomers emerged after the end of the second world war, between 1946 and 1964, when birth rates around the world soared.



Their Background

After WW2, the government passed the GI Bill of Rights in 1944, which gave soldiers a means to obtain a home, job and to start a family. The result was a boom in childbirth.

Their Character

They are known to be
confident and
independent.





Their Working Style

Career focused

Work makes a difference

Competitive

Resourceful

Practical Illustration



- Their Background
- Their Character
- Their Working Style

Module Four: Review Questions

1. In which time period was the Baby Boomer generation born?

A. Between 1980 and 1990

B. Between 1946 and 1964

C. Between 1964 and 1980

D. Between 1918 and 1946

Module Four: Review Questions

2. From where is the term “baby boomer” derived?

A. It refers back to the nickname for Air Force pilots during World War II

B. It refers to the boom in childbirth, after the government passed the GI Bill of Rights

C. It refers to the boom in the economy, after the government passed the GI Bill of Rights

D. It refers back to the nickname for the Marines during World War I

Module Four: Review Questions

3. What is a true statement about the background of the Baby Boomer generation?

A. The military influenced their way of life since war was a great part of their cultural event and many served during this era

B. The Baby Boomer generation represents a departure from tradition and movement towards changes in society, beliefs, and attitudes

C. The Baby Boomer generation grew up in densely populated big cities and experienced a similar experience in education and upbringing

D. Due to mothers going into the workforce, the internet was a big component of the Baby Boomer's upbringing

Module Four: Review Questions

4. What social changes did the Baby Boomer generation see take place?

A. The Great Depression

B. The evolution of technology

C. The Civil Rights Movement

D. The aftermath of World War I

Module Four: Review Questions

5. How do Baby Boomers typically define themselves?

A. By their family and their stability

B. By their careers and professions

C. As a part of the group, as they do not typically see themselves individualistically

D. Resistance to conflict and deference to authority

Module Four: Review Questions

6. Which statement is not true of the Baby Boomer's characteristics at work?

A. Baby Boomers are willing to confront others and they will challenge the status quo

B. Baby Boomers tend to change jobs more frequently than other generations

C. Baby Boomers are disciplined and they mirror some of their parents' work ethics

D. Baby Boomers support change and will advocate for it if they see it being a benefit

Module Four: Review Questions

7. The oldest of the Baby Boomer's generation is ____.

A. 65

B. 70

C. 75

D. 55

Module Four: Review Questions

8. What adjective describes the Baby Boomer's typical work style?

A. Family centric

B. Retirement focused

C. Work centric

D. Traditional

Module Four: Review Questions

9. Which statement is not true of a Baby Boomer's work style?

A. They are resourceful and look for different ways to win

B. They are career focused and enjoy achieving at work

C. They like doing complicated work that makes a difference

D. They find it easy to work in a flexible environment

Module Four: Review Questions

10. Which interaction do Baby Boomers typically prefer?

A. Face-to-face

B. Telephone conversation

C. Email

D. Text



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Each generation imagines itself to be more intelligent than the one that went before it, and wiser than the one that comes after it.

George Orwell

MODULE FIVE

Generation X

Born between 1965 and 1980, this generation is sometimes referred to as the “latchkey” generation.



Their Background

They experienced the arrival of the internet; computers, video games, cell phones, email, etc. have been a part of their lives.

Their Character

Generation Xers are individualistic and independent, self-sufficient and flexible.





Their Working Style

This generation does not do well in a micro-managed environment.

Practical Illustration



- Their Background
- Their Character
- Their Working Style

Module Five: Review Questions

1. In which time period was Generation X born?

A. Between 1980 and 1990

B. Between 1965 and 1980

C. Between 1946 and 1964

D. Between 1918 and 1946

Module Five: Review Questions

2. According to the module, why were many Generation Xers placed in daycare during their childhood?

A. This happened due to the evolution of technology

B. This happened because Generation Xers were likely to come from two-income or single-family homes

C. This happened as more women entered the workplace

D. More families could afford daycare due to the boom in the economy

Module Five: Review Questions

3. What is a true statement about the background of the Generation Xers?

A. Generation Xers represents a departure from the traditional movement towards changes in society, beliefs, and attitudes

B. They are the generation right before the baby boom of the post war era

C. Generation Xers grew up in suburbs and experienced a similar experience in education and upbringing

D. They have seen the evolution of technology and understand its origins

Module Five: Review Questions

4. What does this generation's independent and self-sufficient nature enable them to do?

A. Work more readily in groups in the workplace

B. Value face-to-face interaction more than previous generations

C. Change jobs more frequently than the previous generations

D. Question authority more often in the workplace

Module Five: Review Questions

5. What percentage of Generation X attended college?

A. More than 25%

B. More than 50%

C. More than 75%

D. 100%

Module Five: Review Questions

6. Why are Generation Xers more likely to want to try new things?

A. Because they are more likely to be compliant and listen to authority

B. Because of their technological experience

C. Because they are disciplined and mirror their parents' work ethics

D. Because of their background growing up in two-income and single-parent homes

Module Five: Review Questions

7. What is not a characteristic of a Generation X?

A. This generation is more ethnically diverse and is better educated over their previous generation

B. This generation is tolerant of other lifestyles and accepts this as part of the change in their environment

C. Generation X's perspective allows them to foster a more accepting environment at work

D. Generation X believes in less balance between their work and home life than the previous generation

Module Five: Review Questions

8. In which work environment will the typical Generation Xers thrive?

A. A work environment where there is a fixed work schedule

B. A work environment where they can be micro-managed by their superiors

C. A work environment where management allows them to complete their tasks without too much supervision

D. A work environment where they can be supervised and take advantage of face-to-face interaction

Module Five: Review Questions

9. Which of these choices describes a Generation Xer's work style?

A. More committed to their jobs than other generations

B. Retirement-focused

C. Tendency to be a workaholic

D. Key drivers of change

Module Five: Review Questions

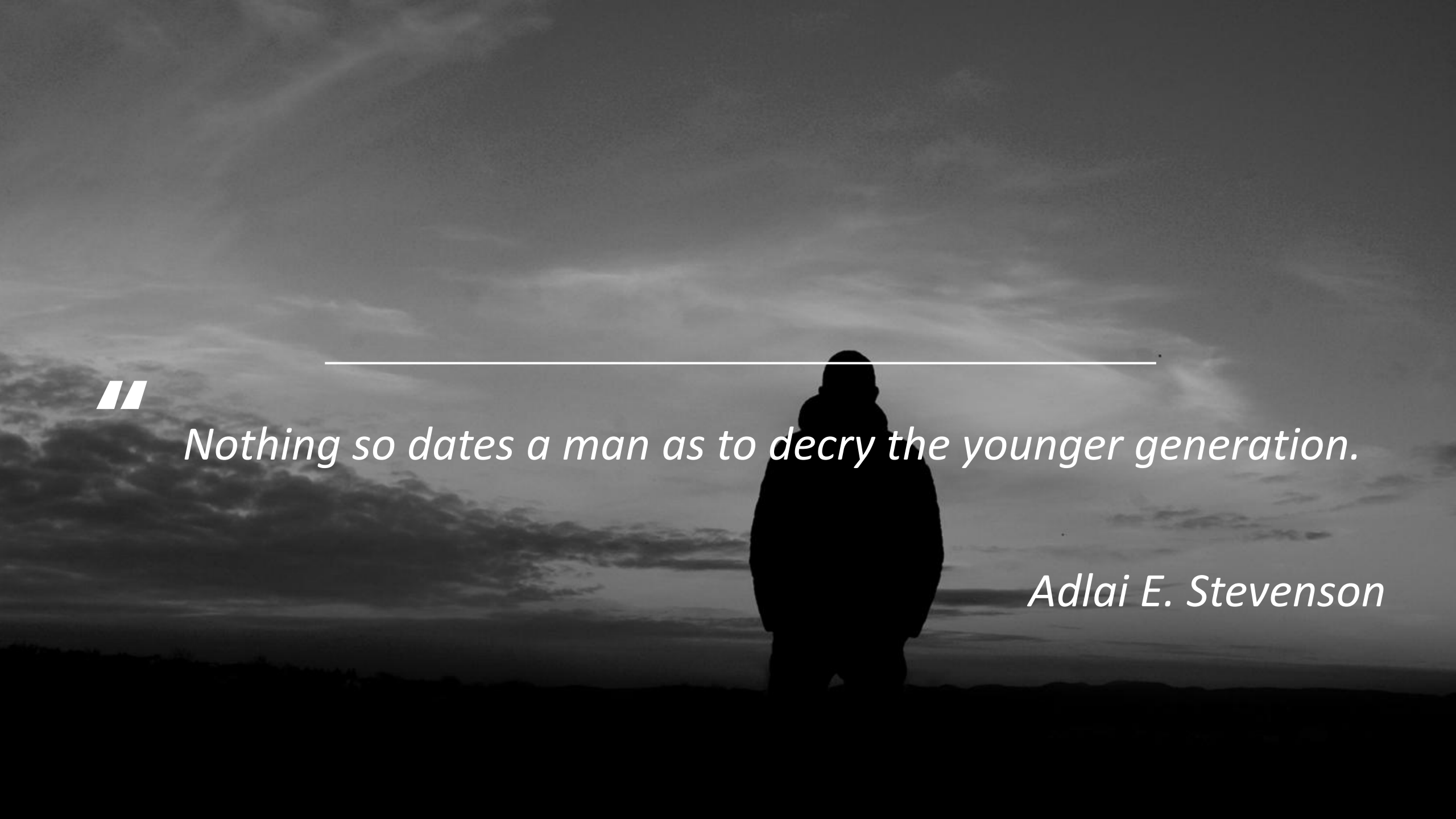
10. Which of these statements is not true of a Generation Xer's work style?

A. This generation defines themselves by career and profession

B. This generation adapts well to change in their workplace

C. This generation believes in a healthy balance between work and their personal life

D. This generation will be the first ones to take advantage of technology and incorporate it into their work



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Nothing so dates a man as to decry the younger generation.

Adlai E. Stevenson

MODULE SIX

Generation Y

Generation Y, or the millennial generation, born between 1981 and 1997, are considered the entitled generation.



Their Background

They cannot remember a time when a computer, cell phone or any other electronic device was not a part of everyday life.

Their Character

Generation Y is family-centric; valuing family over work.





Their Working Style

This generation is motivated by benefits like flexible schedules; they are less motivated monetarily.

Practical Illustration



- Their Background
- Their Character
- Their Working Style

Module Six: Review Questions

1. In which time period was Generation Y born?

A. Between the 1980's and late 1990's

B. Between the late 1960's through the 1990's

C. Between the 1940's through the 1960's

D. Between the 1990's through the early 2000's

Module Six: Review Questions

2. What is the result of Generation Y having technology as a normal part of life?

A. They do not know what it is to be without a computer, cell phone or any other electronic device

B. They are more likely to be “put off” by face-to-face interaction

C. They thrive in a micro-managed, supervised workplace

D. They crave the face-to-face interaction they did not experience growing up

Module Six: Review Questions

3. What is a true statement about the background of Generation Y?

A. The military influenced their way of life since war was a great part of their cultural event

B. This generation was exposed to more group interactions through playgroups, team sports and other group activities than the previous generation

C. This generation grew up mostly in suburbs and experienced a similar experience in education and upbringing

D. They are the generation right after the decline of the baby boom of the post war era

Module Six: Review Questions

4. What has made this generation expect things to be done faster and better?

A. More education and exposure to alternative lifestyles

B. The speed of technology and information coupled with rapid delivery systems

C. Traditionalist values and “can-do” attitude

D. More group interactions

Module Six: Review Questions

5. How is Generation Y prone to communicate at work?

A. Electronic devices

B. Face to Face Interaction

C. One-on-one conversation

D. Group meetings

Module Six: Review Questions

6. Which statement is true of the work style of Generation Y?

A. Generation Y is work-centric and career-focused

B. Generation Y works well in an autonomous environment

C. Generation Y would rather speed up the process than wait for a co-worker to catch up

D. Generation Y is willing to take less pay for the benefit of work- life balance

Module Six: Review Questions

7. What is not a characteristic of a Generation Y?

A. This generation appreciates communication via electronic devices

B. This generation seeks positive reinforcement from others

C. Generation Y prefers to work hard and play later

D. Generation Y believes in balance between their work and home life

Module Six: Review Questions

8. What does Generation Y typically require at work?

A. A work environment where there is a fixed work schedule

B. A work environment that allows them to complete tasks without supervision

C. A work environment where there is recognition and praise for their work

D. A work environment where there is less technology

Module Six: Review Questions

9. How is Generation Y's working style vastly different from those of the previous generation?

A. They are motivated by benefits that give them the ability to have flexible schedule

B. They are more committed to work than other generations

C. They have a tendency to be a workaholic

D. They are key drivers of change

Module Six: Review Questions

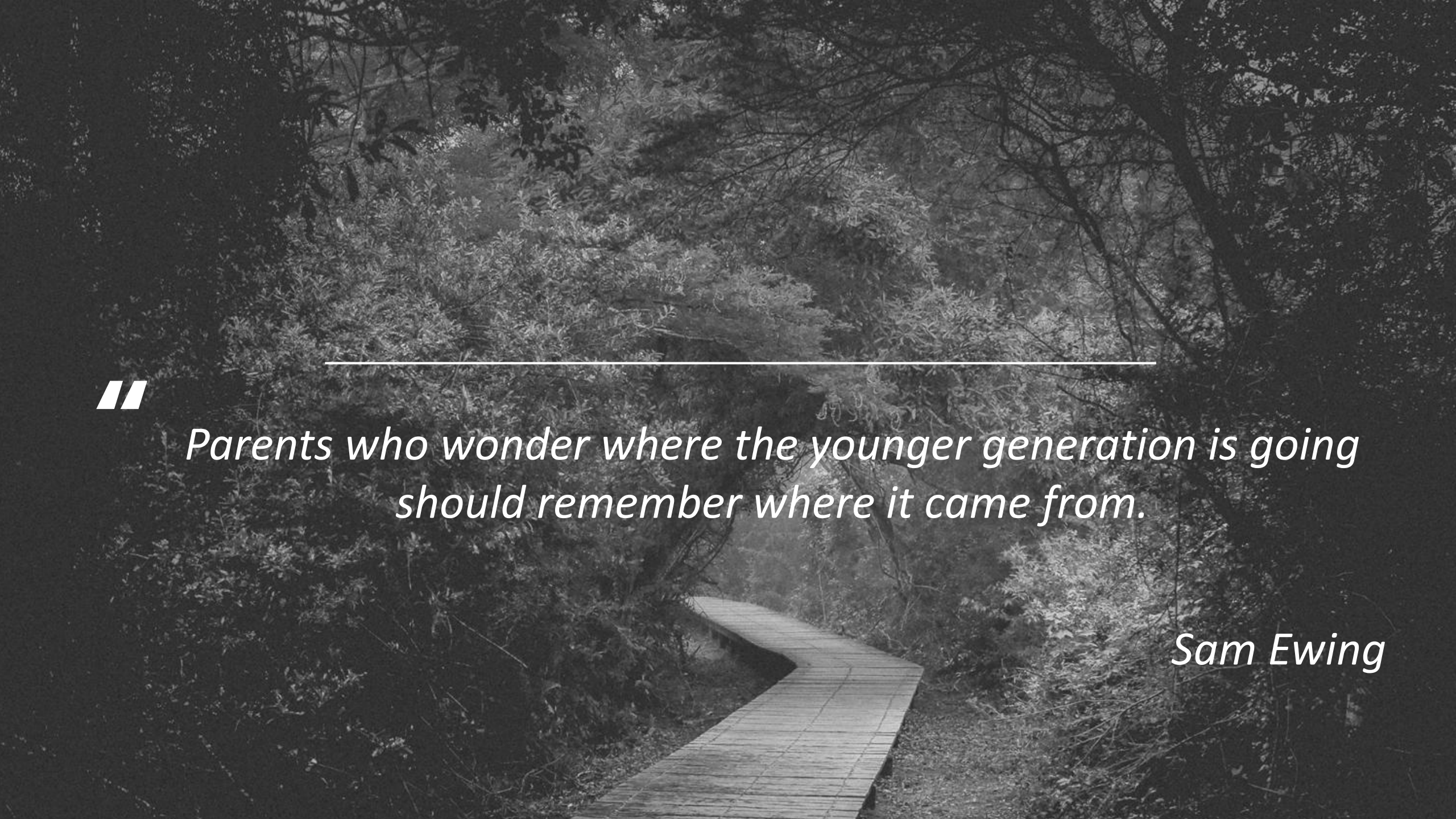
10. Which of these statements is **not** true of Generation Y's work style?

A. This generation sees promotions and climbing the corporate ladder as a way to demonstrate their worth

B. This generation is happy with long working hours as long as there is increased pay

C. This generation accepts guidance and development when it comes to their careers

D. This generation is loyal to their employer and seeks to be included in important activities at work



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*Parents who wonder where the younger generation is going
should remember where it came from.*

Sam Ewing

MODULE SEVEN

Generation Z

There are approximately 68 million Generation Z in the U.S. who were born between 1998 and 2015.



Their Background

“The Centennials”

Ethnically diverse

Grew up with social media

Mirrors Generation Y

Their Character

- Global
- High expectations
- Self-starters
- Unique





Their Working Style

Less focused, with shorter attention spans when compared to those of their predecessors.

Practical Illustration



- Their Background
- Their Character
- Their Working Style

Module Seven: Review Questions

1. When was the Generation Z population born?

A. From 1970 until 1990

B. From 1960 until 1980

C. From 1950 until 1970

D. From 1998 until 2015

Module Seven: Review Questions

2. What percent of the American population is comprised of Generation Zers?

A. 10%

B. 90%

C. 75%

D. 23%

Module Seven: Review Questions

3. What is another name for Generation Z?

A. The galivants

B. The lazy ones

C. The centennials

D. The rich ones

Module Seven: Review Questions

4. Which of the generations listed below contributes the most to the American economy?

A. The Baby Boomers

B. The Alphas

C. Generation Y

D. Generation Z

Module Seven: Review Questions

5. Generation Z has _____ with their purchases and deliveries.

A. Lower expectations

B. Less mindfulness

C. Higher expectations

D. Higher amount of expenditures

Module Seven: Review Questions

6. Many centennials are choosing to:

A. Pursue lengthy degrees

B. Skip higher education

C. Settle for less education due to
funding

D. Attend state universities as
opposed to private

Module Seven: Review Questions

7. Generation Zs are much better suited for _____.

A. Working on large teams

B. Working outside

C. Working on long, detailed projects

D. Working independently on short projects

Module Seven: Review Questions

8. Which of the statements listed below is correct?

A. Generation Z would rather work than go to school

B. Generation Z is more likely to work for large corporations

C. Generation Z would rather go to school than work

D. Generation Z is more likely to drop out of school

Module Seven: Review Questions

9. Post-Millennials contribute _____ annually to the American economy.

A. About \$2 million

B. Exactly \$6.5 million

C. Approximately \$20 million

D. Approximately \$44 billion

Module Seven: Review Questions

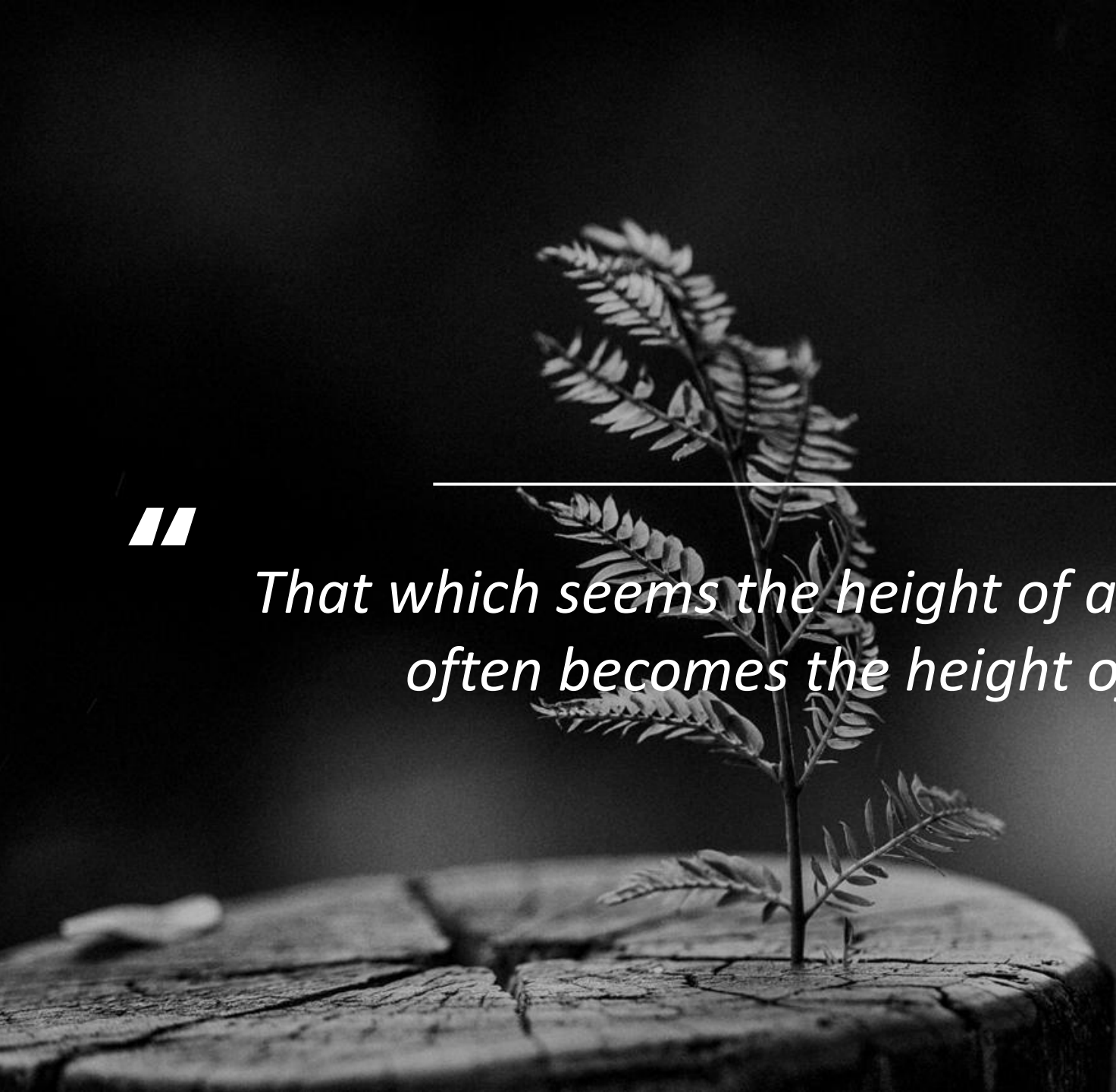
10. Many from this generation ____.

A. Start businesses before
graduating from school

B. Shy away from starting
businesses

C. Start businesses after graduating
from school

D. Start businesses that are to be
immediately sold

A black and white photograph of a small fern sprout growing out of a weathered tree stump. The background is dark and out of focus. A thin white horizontal line is positioned above the quote.

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*That which seems the height of absurdity in one generation
often becomes the height of wisdom in another.*

Adlai E. Stevenson

MODULE EIGHT

Differences Between

Now that you have a better understanding of each generation found in the workplace, let's take a moment to compare the differences.



Background

The use and understanding of technology is a main difference among the generations.

Attitude

- Attitude toward authority
- Attitude toward individuality
- Loyalty to their employers





Working Style

Flexible hours

Challenge the status quo

Motivation

Life Experience

- Hard times
- Entertainment
- Technology



Practical Illustration



- Background
- Attitude
- Working Style
- Life Experience

Module Eight: Review Questions

1. What is the main difference between the five generations in the workplace?

A. Willingness to work long hours

B. The use and understanding of technology

C. Work ethic

D. Work ethic

Module Eight: Review Questions

2. Which generation had very little exposure and need for computers and other devices?

A. Baby Boomers

B. Generation X

C. Generation Y

D. Traditionalist Generation

Module Eight: Review Questions

3. As the decades passed, how did the generations' attitude towards authority change?

A. They eventually created an attitude of challenging the status quo in the younger generation

B. They became more accepting of authority and preferred hierarchy in the workplace

C. They eventually created an attitude of non-conformity and preferred to work in a more laidback environment

D. They became more accepting of a work environment with more supervision than older generations

Module Eight: Review Questions

4. Which generation is more likely to stay with one employer their whole life?

A. The younger generations

B. The older generations

C. Baby boomers

D. All of the above

Module Eight: Review Questions

5. As we learn about the background and attitudes of the generations, what pattern emerges?

A. The focus moves from flexibility to more structure

B. The focus moves from a more family-centered to more work-centered approach

C. The focus moves from a group to an individual perspective

D. The focus moves from a career-driven perspective to salary-driven perspective

Module Eight: Review Questions

6. What is an example of one behavior that could cause tension between the older and younger generations?

A. Responding to challenges that arise in the workplace

B. Title and status in the workplace

C. Challenging the status quo

D. The importance of work and family

Module Eight: Review Questions

7. What motivates the younger generations at work?

A. Achievement and an environment of competition

B. Hard work and a clear separation of work and family life

C. Fixed work hours as a part of their day

D. A stable work environment where conformity is valued

Module Eight: Review Questions

8. For older generations, what did experiencing harder times teach them?

A. The value of technology in the workplace

B. The value of having the basics like food and clothes

C. The value of praise and recognition

D. The value of protesting and standing up for their rights

Module Eight: Review Questions

9. While the younger generations did see economic hard times, what diminished the effect?

A. Group activities, such as, day care, sports teams, and school-based functions

B. Traditional events like the movies and non-technical activities

C. Sheltering by their parents

D. The advent of technology

Module Eight: Review Questions

10. Which generation has never done without technology?

A. Traditional Generations

B. Generation Z

C. Generation X

D. Baby Boomers



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Field of Dreams is probably our generation's It's A Wonderful Life.

Kevin Costner

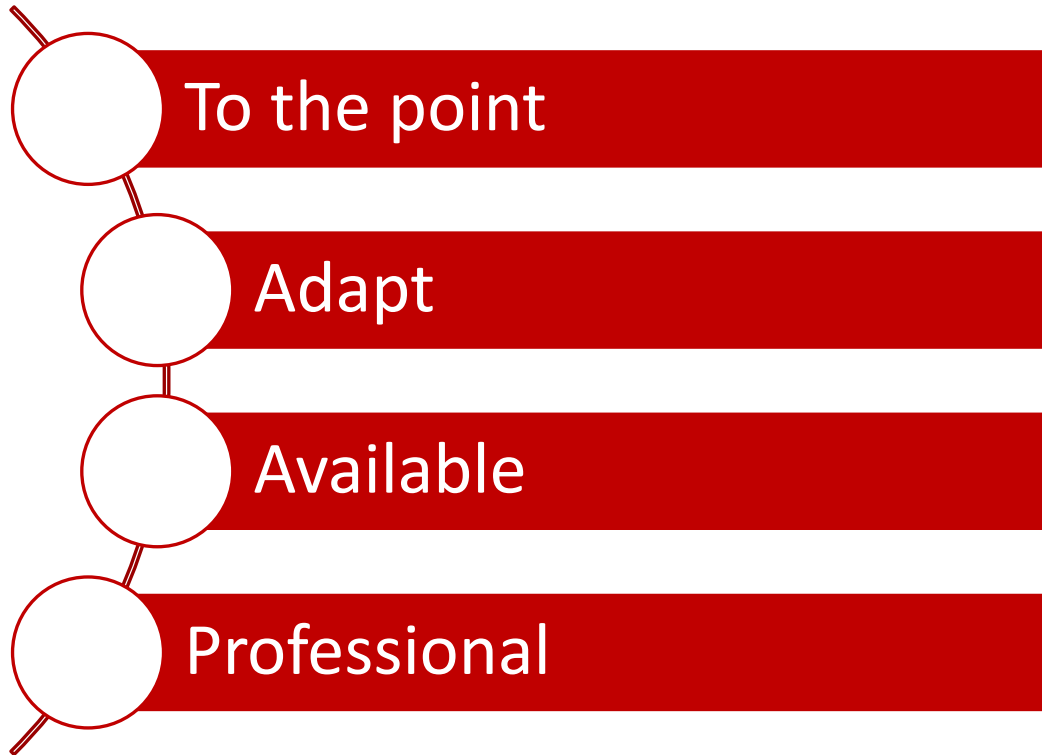
MODULE NINE

Finding Common Ground

Creating a work environment that inspires employees from to collaborate allows for unique perspectives, resulting in better decision making and organizational outcomes.



Adopting a Communication Style



Creating an Affinity Group

- Work newsletter group
- Professional book club
- Recycling task force
- Community service group





Sharing Knowledge

Create a forum

Form a focus group

Create a newsletter

Have an ideas box

Practical Illustration



- Adopting a Communication Style
- Creating an Affinity Group
- Sharing Knowledge

Module Nine: Review Questions

1. In order to be successful in bridging the gap across the generations, what must each generation do?

A. Find common ground that enables you to close the gap and effectively reach your opposing generation

B. Find common ground with the generation closest to you to work effectively in your organization

C. Become adept at technology, no matter what your generation

D. Have a willingness to work long hours, no matter what your generation

Module Nine: Review Questions

2. What does TAP stand for?

A. Take-charge, adapt, proficient

B. Take-charge, address, proficient

C. To-the-point, adapt, professional

D. To-the-point, address,
professional

Module Nine: Review Questions

3. Which of these methods of communication is best to use with a younger worker?

A. Talking in a group

B. Face-to-face conversation

C. Telephone conversation

D. Email

Module Nine: Review Questions

4. What is an example of communicating professionally?

A. Using text abbreviations in communication

B. Using social networking to communicate with supervisors/managers

C. Using jargon in communication

D. Using a salutation and closing in your communication

Module Nine: Review Questions

5. What is an affinity group?

A. An organized body of people with a particular purpose

B. A group of people sharing common interests

C. A place where people work, such as an office or factory

D. A group started to accomplish a specific goal

Module Nine: Review Questions

6. What is not true of an affinity group?

A. Affinity groups provide a way for the generations to learn more about each other's interests and values

B. Affinity groups typically do not require centralization

C. An affinity group promotes cohesion among generations

D. In an affinity group there is a formal structure with set hierarchy

Module Nine: Review Questions

7. What is the best way to introduce affinity groups to your organization?

A. Hold affinity groups during work hours to increase attendance

B. Mandate attendance at affinity groups

C. Allow groups that start as closed groups

D. Allow groups that focus on non-polarized topics

Module Nine: Review Questions

8. What is an example of an affinity group?

A. Improving work morale group

B. Monday morning meetings

C. A work group led by the supervisor

D. A closed work group

Module Nine: Review Questions

9. What could breed fear between generations or lead to misinterpretations?

A. An increase in technology

B. A lack of compassion

C. A lack of knowledge

D. An increase in face-to-face meetings

Module Nine: Review Questions

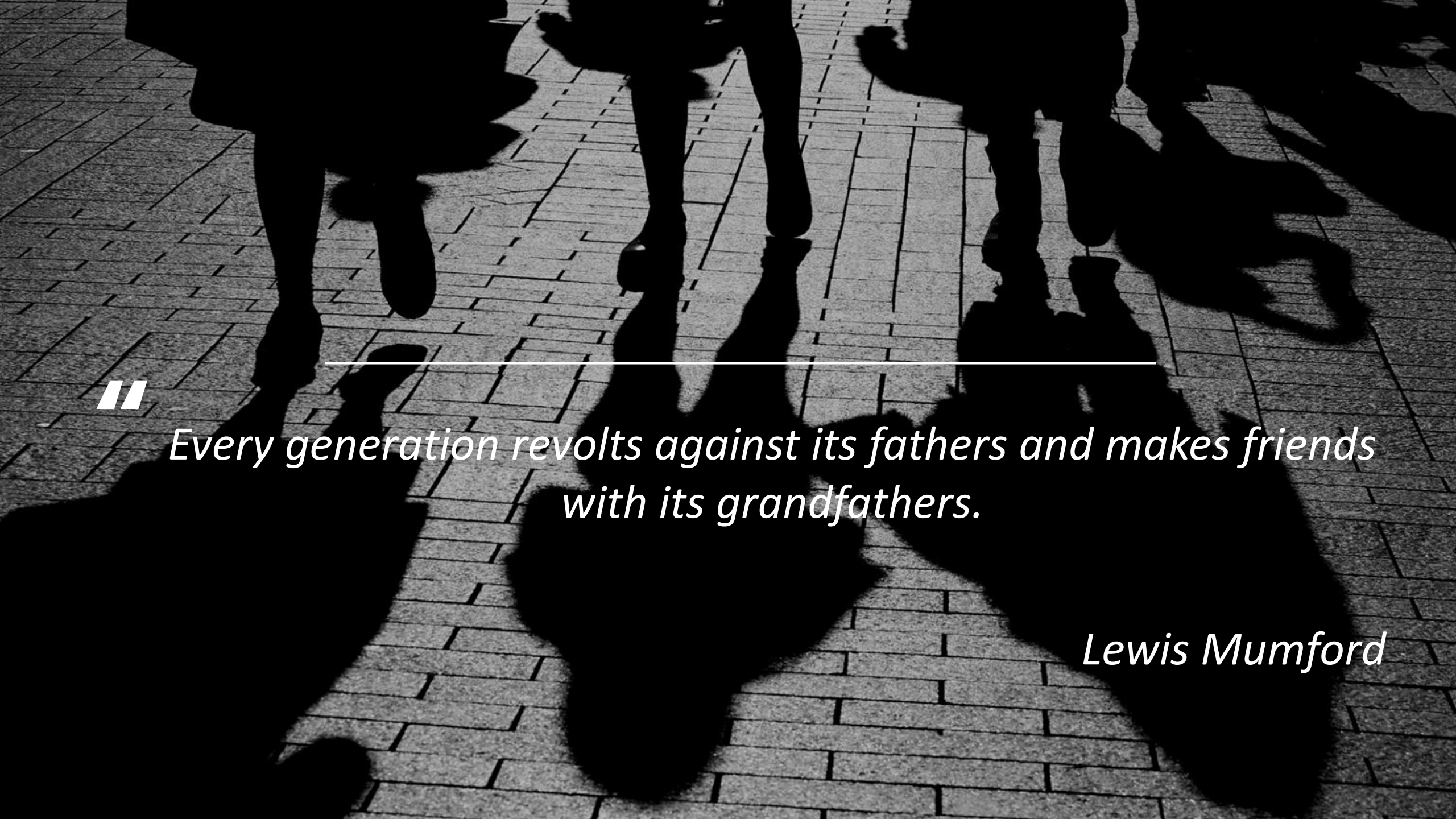
10. What is not an example of a way to share knowledge at work?

A. A forum where a topic is introduced and then the team can submit comments

B. A newsletter where employees get to share their thoughts in an interview

C. An ideas box where employees can submit ideas

D. A focus group containing only members of one generation



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*Every generation revolts against its fathers and makes friends
with its grandfathers.*

Lewis Mumford

Conflict Management (I)

Understanding how to manage conflict across the generations will help to reduce the confrontation and perhaps avoid them in the future.



Younger Bosses Managing Older Workers

Acknowledge

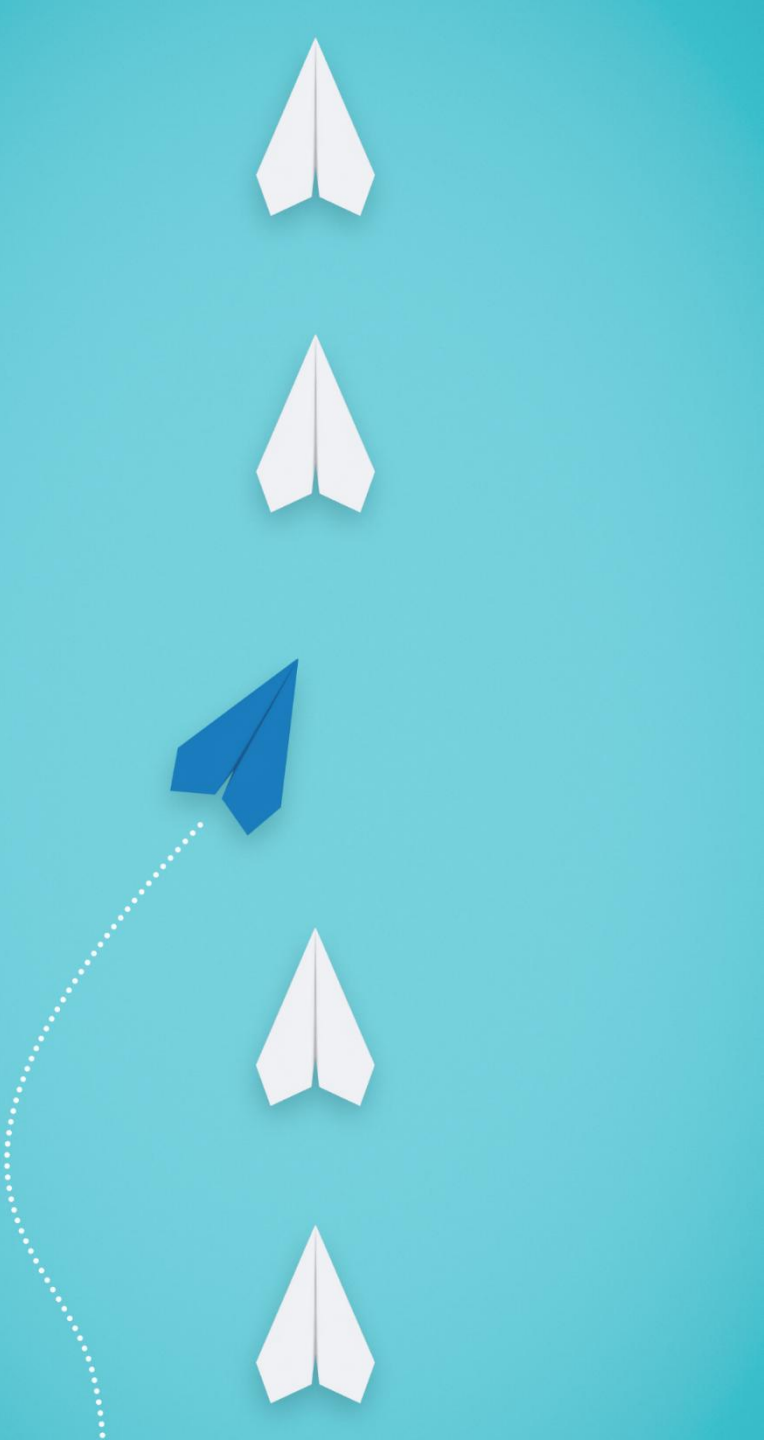
Caring

Exchange

Avoid Turnovers with a Retention Plan

- Determine values
- Prepare questions
- Ask questions
- Advocate
- Work with HR



A decorative graphic on the left side of the slide. It features a teal background with five white paper airplanes arranged vertically. A blue paper airplane is positioned to the left of the middle white airplane, with a white dotted line trailing from its tail, curving upwards and to the left.

Breaking Down the Stereotypes

Stereotypes are difficult to break because the thought process is difficult to detect.

Practical Illustration



- Younger Bosses Managing Older Workers
- Avoid Turnovers with a Retention Plan
- Breaking Down the Stereotypes

Module Ten: Review Questions

1. Which statement is not true of conflict?

A. Conflict could happen more often between two people of opposing generations

B. Conflict in the workplace is normal

C. Understanding how to manage conflict across the generations is the only way to completely avoid conflict in the workplace

D. Understanding how to manage conflict across the generations will help to reduce the confrontation

Module Ten: Review Questions

2. What is the key to a younger manager avoiding conflict with an older employee?

A. Avoiding conflict entirely, as conflict only leads to further issues

B. Demonstrating respect and showing them that they are valued

C. Taking charge, so that you will be taken seriously

D. Acting as a strict authority, as the older generation tends to respect authority

Module Ten: Review Questions

3. What does ACE stand for?

A. Adapt, Caring, Explore

B. Allow, Clear, Exit

C. Acknowledge, Caring, Exchange

D. Adapt, Clarify, Explore

Module Ten: Review Questions

4. What is an appropriate way to show an older employee that you care about them while at work?

A. Take note of special things that took place in their lives

B. Make talking about family and personal life an understood rule in the office

C. Avoiding face-to-face contact, as this makes them feel micromanaged

D. Using social networking to explore their interests/hobbies

Module Ten: Review Questions

5. In order to prevent potential employee turnover, what could you, as a manager, do?

A. Gauge their level of engagement with their job

B. Try to determine any issues early

C. Ask questions often about their level of commitment to their job

D. Both A and B

Module Ten: Review Questions

6. As a manager, what type of plan should be made for each of your employees?

A. A technological learning plan

B. A time management plan

C. An affinity plan

D. A retention plan

Module Ten: Review Questions

7. What consideration should be made when making a retention plan?

A. Consult with your human resources department to determine what their motivations are

B. Ask questions about employees' personal goals and career milestones and see how you might help them to achieve them

C. Form focus groups to resolve an issue or generate new idea

D. Hold group coaching sessions

Module Ten: Review Questions

8. When are stereotypes formed?

A. When there is lack of information

B. When there is competition in the workplace

C. When different generations work together

D. When the stereotype is mostly true

Module Ten: Review Questions

9. What is an example of a way to break stereotypes?

A. Get your team involved in activities that help build the team

B. Get your team involved in activities that place them in a situation that challenges all the participants

C. Have your team take on a project that they've never done before

D. All of the above

Module Ten: Review Questions

10. Once you have completed a group activity, what is the next step?

A. Relate commonalities to work related activities like project work

B. Create a retention plan for each employee

C. Hold a debrief meeting to spotlight the team and their achievement

D. Share commonalities that span the entire team

A black and white photograph of a hand holding a flag. The hand is in the foreground, and the flag is being held up towards a bright light source, possibly the sun, which creates a lens flare effect. The background is a cloudy sky.

//

Struggle is a never-ending process. Freedom is never really won; you earn it and win it in every generation.

Anonymous

MODULE ELEVEN

Conflict Management (II)

This module continues on the topic of conflict management across the generations.



Embrace the Hot Zone



Acknowledge it

Address it

Set expectations

Provide coaching

Treat Each Other as a Peer

- Collaborate
- Acknowledge
- Respect
- Equal





Create a Succession Plan

Make it attainable

Make it time driven

Consult with HR

Determine requirements

Practical Illustration



- Embrace the Hot Zone
- Treat Each Other as a Peer
- Create a Succession Plan

Module Eleven: Review Questions

1. What is the definition of a hot zone?

A. When a manager has conflict with an employee

B. A time when conflict must be avoided

C. An area where you know there is conflict

D. Confrontation between members of the same generation

Module Eleven: Review Questions

2. What is your first step when dealing with a hot zone?

A. Ignore it until it goes away

B. Determine the instigator

C. Acknowledge that there is an issue

D. Both A and B

Module Eleven: Review Questions

3. What could be the result of ignoring a hot zone?

A. Further avoidance of the issue
for other employees

B. Escalating tension

C. A brief reprieve in conflict

D. Much needed compromise
between parties

Module Eleven: Review Questions

4. What is not a good idea for dealing with a hot zone?

A. Setting expectations with your employees on how to handle future conflicts

B. Ignoring that it exists

C. Holding one-on-one coaching sessions

D. Addressing the issue and offering feedback

Module Eleven: Review Questions

5. What is not true about creating an environment where employees treat each other as peers?

A. Using the CARE model is a good way to initiate this process

B. Employees need guidance in order to create such an environment

C. It is enough to tell your employees to treat each other as peers

D. Employees will need coaching in order to create such an environment

Module Eleven: Review Questions

6. What does CARE stand for?

A. Collaborate, Acknowledge,
Respect, Equal

B. Care, Acknowledge, Remember,
Equal

C. Collaborate, Accept, Remember,
Endeavor

D. Care, Accept, Respect, Endeavor

Module Eleven: Review Questions

7. What type of environment should your team be exposed to in order to create a workspace where employees treat each other as peers?

A. An environment where ideas are exchanged and accepted no matter what

B. An environment where conflict is ignored, as so not to increase conflict in the workplace

C. An environment where conflict is dealt with in a sanctioned way

D. An environment where ideas are exchanged and at times challenged

Module Eleven: Review Questions

8. According to the C.A.R.E. process, you should not assume that your employees know:

A. How to avoid using stereotypes in the workplace

B. How to acknowledge each other's value and deliver feedback

C. How to create a succession plan

D. How to do their job

Module Eleven: Review Questions

9. What is the definition of a succession plan?

A. A plan made to avoid turnover

B. An area where you know there is conflict

C. A map of the career path for your employee

D. Groups of people sharing common interests

Module Eleven: Review Questions

10. What is not a tip for creating a succession plan?

A. Determining a clear career goal

B. Consulting with the head of the department if the career path takes your employee to another area

C. Setting up a mentor program with someone currently doing what your employee hopes to achieve

D. Preparing several focused questions that may lead to underlying issues

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Generation Gaps is just beginning.



Words From the Wise

What nobler employment, or more valuable to the state, than that of the man who instructs the rising generation.

- Marcus Tullius Cicero

My idea is always to reach my generation. The wise writer writes for the youth of his own generation, the critics of the next, and the schoolmasters of ever afterward.

- F. Scott Fitzgerald

If I were given the opportunity to present a gift to the next generation, it would be the ability for each individual to learn to laugh at himself.

- Charles M. Schulz