



How to Learn From Each Other

- **Collaborate.** Your team should be exposed to an environment where ideas are exchanged and at times challenged.
- **Acknowledge.** Teach your team to acknowledge each other's value.
- **Respect.** Teach your team how to show respect to each other by using proper greetings and posture towards each other.
- **Equal.** Teach your team that all members of the team are equal in value and contribution they bring.

The CARE Model

TAP Method For Communication

- Determine what values this person has based on their generational trait.
- Prepare several focused questions that may lead to underlying issues.
- Ask questions about their personal goals and career milestones and see how you can help them achieve them.
- Be ready to become an advocate for your employee.
- Work with your human resource contact to develop a retention plan.

Retention Plan

Background/Characteristics

Traditionalist (Born before 1945): Grew up being exposed to various social issues. The traditionalist experienced the Great depression, World War I and World War II. **Traditionalists** are loyal. Taught to respect authority. Will avoid causing trouble and are good team players. Least likely to initiate conflict at work. Tendency to resist change. Value safety, security, consistency, and commitment.

Baby Boomers (Born between 1946 and 1964): The product of post war efforts to absorb soldiers returning home from battle. The government passed the GI Bill of Rights in 1944, which gave soldiers a means to obtain a home, job and start a family. Baby Boomers grew up in an era of prosperity and growth. **Baby Boomers** were exposed to a changing world where challenging the established culture was normal. Willing to confront others, will challenge the status quo. Well educated. Hard working: they define themselves by their professions.

Generation X (Born between 1965 and the late 1980): Lived during a time when the country shifted from manufacturing to servicing. Grew up with technology as a part of their lives. They saw the evolution and understand its origins. Generation X's also experienced difficult times in the 1980s. They were raised in two-income homes or single-parent homes. This forced many Generation Xers to be placed in day care. **Generation Xers** are individualistic and independent. Self-sufficient and flexible. Believe in balancing their work and home life.

Generation Y (Born Between 1981 and 1997): The earliest part of this generation is just entering the workplace. Had technology as a normal part of life and do not know what it is to be without a computer, cell phone or any other electronic devices. Prefers using the Internet as a means of learning and making purchases. Exposed to vast amounts of information, music, and media. **Generation Yers** are prone to communicating electronically. Relies on technology to do their jobs. Values family over work. Looks for flexible schedules at work and a balance between work and life. Achievement-oriented and is confident.

Generation Z (Born between 1997 and 2015): Make up more than 20% of the U.S. population, 5% of the workforce, and pump about \$44 Billion a year into the economy. Grew up with internet, smart phones, and social media. Most ethnically diverse generation. High standards for where and what they spend their time and money on. Many are choosing to not only continue their educations, but to also start their own businesses. Striving to stand out from the crowd and be recognized.

Working Styles

Traditionalists like to be recognized for their hard work. See work as a team effort and avoid conflict. This group is also technically challenged and they may struggle to learn new technology. They also prefer lecture style training over web-based.

Baby Boomers are career focused and enjoy achieving at work. They like doing complicated work that makes a difference. Very competitive and they equate their worth by their status and position at work. Resourceful and look for different ways to win. Prefer a hierarchal work structure and may find it difficult to work in a flexible environment. Tend to favor face-to-face interaction instead of remote means like emails, text, etc.

Generation X Crave responsibility and politely reject authority and fixed work schedules. Will be the first ones to take advantage of technology and incorporate it into their work. Will look for other employment opportunities if it promises advancement of their career. They are less committed to their employers. Adapt well to change in their workplace and are key drivers of change. Believes in a healthy balance between work and their personal life.

Generation Y: Motivated by benefits that give them the ability to have flexible schedules. They are not happy with long working hours. This generation does expect a lot from their employer in terms of new challenges and the opportunity to achieve things.

Generation Z: Wonderful multi-taskers, having been raised completing many tasks at the same time, using multiple gadgets and types of technologies. More likely to be in school, and less likely to be in the workforce. Have a need for individuality and to be credited for their accomplishments when they enter the workforce.