MANAGING MULTIPLE GENERATIONS
in today’s environment

For the first time in human history, there are four generations regularly interacting, making our workplaces and educational spaces truly intergenerational.

Based on varied formative experiences, generational preferences, perspectives, and expectations may differ in the following ways:

> People want to succeed, no matter their generation.

> Be aware of how your generation may shape your own behaviors and views.

> Before attributing behavior to a character flaw, consider it may be due to differing generational perspectives.

> Be cautious of prejudice—there is more that makes up a person than the decade in which they were born.

World events during formative years
- 1900-1940: Aftermath of World Wars, Great Depression
- 1940-1960: Vietnam War, Cold War, Civil Rights Movement
- 1960-1980: End of Cold War, Recession

Views toward authority
- Rules are meant to be followed
- Rules are good until they conflict with needs
- Rules should serve a purpose
- Rules should make sense

Who should lead?
- The most senior person
- The most accomplished person
- The person who can get the job done
- The person who best contributes to the group

Views toward work
- Work to live
- Live to work
- Work is a means to an end
- Work provides fulfillment

Work ethic
- Work hard, pay dues
- Career determines identity
- Need work/life balance
- Seek to contribute and collaborate

Motivating messages
- I value your experience
- I value your accomplishments
- Do the job how you want
- You are part of a dynamic team

Communication preferences
- In person
- Phone
- Email
- Text/social media

Additional Resources

