

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:



<i>World events during formative years</i>	Aftermath of World Wars, Great Depression	Vietnam War, Cold War, Civil Rights Movement	End of Cold War, Recession	1990s Tech Boom, Y2K, Columbine
<i>Views toward authority</i>	Rules are meant to be followed	Rules are good until they conflict with needs	Rules should serve a purpose	Rules should make sense
<i>Who should lead?</i>	The most senior person	The most accomplished person	The person who can get the job done	The person who best contributes to the group
<i>Views toward work</i>	Work to live	Live to work	Work is a means to an end	Work provides fulfillment
<i>Work ethic</i>	Work hard, pay dues	Career determines identity	Need work/life balance	Seek to contribute and collaborate
<i>Motivating messages</i>	I value your experience	I value your accomplishments	Do the job how you want	You are part of a dynamic team
<i>Communication preferences</i>	In person	Phone	Email	Text/social media

In addition, remember these guidelines when managing generational differences:

- » 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.



Additional Resources

Stillman, D., & Stillman, J. (2017). *Gen Z @ work: How the next generation is transforming*. New York, NY: HarperCollins Publishers.
 Talmon, G. A., & Beck-Dallahian, G., Eds. (2017). *Mind the gap: Generational differences in medical education*. Syracuse, NY: Gegensatz Press.
 Generational Differences Chart retrieved from <http://www.wmfc.org/uploads/GenerationalDifferencesChart.pdf>

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