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Bridging The Gap: Courageous Conversation Across Generations



Objective



Understanding the different Generations

Effective Communication Tools

Conflict Resolution Across Ages

Building Empathy & Mutual Respect



Traditionalists/Silent Generation

- Born between 1928 and 1945.
- Grew up during times of economic depression and World War II.
- Value loyalty, hard work, discipline, and respect for authority.
- Tend to have a strong work ethic and prefer more traditional work structures.



Baby Boomers

- Born between 1946 and 1964.
- Experienced significant social change, including the civil rights movement and the Vietnam War.
- Value personal growth, idealism, and teamwork.
- Often associated with long work hours and a focus on career advancement.



Generation X

- Born between 1965 and 1980.
- Grew up during times of economic and political instability.
- Embrace independence, work-life balance, and flexibility.
- Often characterized as self-reliant and adaptable.



Millennials (Gen Y)

- Born between 1981 and 1996.
- Came of age during the rise of technology and the internet.
- Embrace diversity, collaboration, and work-life integration.
- Often associated with a desire for purpose and making a positive impact.



Gen Z

- Born between 1997 and 2012.
- Considered digital natives, having grown up with technology as an integral part of their lives.
- Embrace diversity, innovation, and entrepreneurial spirit.
- Often characterized as socially conscious and driven by social causes.



Top Challenges Among The Generations

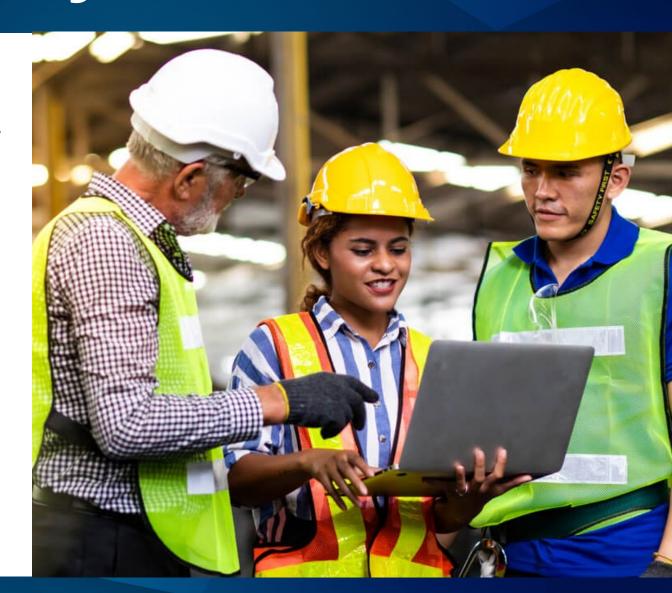


Communication Styles

Each generation may have different communication preferences and styles.

- Traditionalists and Baby Boomers may prefer face-to-face or phone conversations.
- Generation X and Millennials may favor digital communication channels like email or instant messaging.
- Generation Z may be more inclined towards text-based and social media communication.

Miscommunication can occur when these preferences clash, leading to misunderstandings and ineffective collaboration.



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Work Ethic and Expectations

Different generations often have varying work ethic and expectations.

Traditionalists and **Baby Boomers** may value long work hours and dedication to the job.

Generation X and **Millennials** may prioritize work-life balance and seek flexible work arrangements.

Generation Z may prioritize work that aligns with their values and seek quick career progression.

Conflicts can arise when these differing work styles and expectations collide, leading to friction and resentment.



Technological Proficiency

Technology proficiency can vary among generations.

Traditionalists and some **Baby Boomers** may have limited experience with digital tools.

Generation X and **Millennials** are generally more comfortable with technology but may have different levels of proficiency.

Generation Z, being digital natives, often have advanced technological skills.

Skill gaps and differing levels of technological proficiency can hinder collaboration and knowledge sharing



Generational Stereotyping

- Generational stereotypes and biases can lead to misunderstandings and conflicts.
- Each generation may have preconceived notions about the other generations' work styles, motivations, and abilities.
- Stereotyping and biases can hinder collaboration, trust, and respect in the workplace.

Overcoming these biases requires education, open dialogue, and promoting an inclusive and respectful work environment.



Common Stereotypes & Bias in the workplace

Age-Based Stereotypes

- Older employees are often stereotyped as resistant to change, technologically inept, or lacking ambition for career advancement.
- Younger employees may be stereotyped as entitled, inexperienced, or impatient for quick promotions.
- These stereotypes can create barriers to effective collaboration, hinder career development opportunities, and perpetuate age-based biases



Common Stereotypes & Biases in the Workplace

Gender-Based Stereotypes

- Women may face stereotypes that they are less competent in technical, or male dominate roles.
- Men may face stereotypes that they are aggressive or lack emotional intelligence.

These stereotypes can limit opportunities for career advancement, lead to unequal pay, and create a biased work environment



Common Stereotypes & Biases in the Workplace

Leadership Biases

 Employees may face biases when seeking leadership positions based on factors such as age, gender, race, or educational background.

Biases against diverse leadership can perpetuate homogeneity in decision-making, limit innovation, and hinder inclusion in the workplace



Strategies for Bridging the Gap



Conflict Resolution: Traditionalist

Communication Style: Traditionalists typically prefer formal and in-person communication, such as face-to-face meetings or handwritten correspondence.

- They may rely on their vast experience and wisdom to address conflicts.
- Traditionalists often value hierarchy and may expect conflicts to be resolved through formal channels and authority figures.
- They prioritize respect for authority and may expect adherence to established norms and protocols.



Conflict Resolution: Baby Boomers

Communication Style: Baby Boomers tend to value face-to-face communication and formal meetings.

- They may prefer direct and open discussions when conflicts arise.
- Baby Boomers often rely on their experience and wisdom to mediate conflicts and find practical solutions.
- They may emphasize compromise and seek a middle ground to resolve conflicts.
- Resolving conflicts may involve seeking guidance from trusted mentors or senior colleagues.



Conflict Resolution: Gen X

Communication Style: Generation X values autonomy and may prefer one-on-one discussions.

- They tend to be pragmatic and solution-oriented.
- Generation X may use a collaborative approach, involving affected parties to find resolutions.
- They may prioritize work-life balance and aim to resolve conflicts efficiently to avoid prolonged disruption.
- Conflict resolution often involves negotiation and finding win-win solutions.



Conflict Resolution: Millennials

Communication Style: Millennials are comfortable with digital communication, including emails, texts, and instant messaging.

- They may seek feedback from peers and mentors to gain different perspectives.
- Millennials often value inclusivity and may involve a diverse group in conflict resolution.
- They may be more open to using technology for conflict resolution, such as video conferencing or online collaboration tools.
- Millennials prioritize constructive feedback and may incorporate it into conflict resolution discussions.



Conflict Resolution: Gen Z

Communication Style: Generation Z is highly digital-native and accustomed to rapid communication via social media and messaging apps.

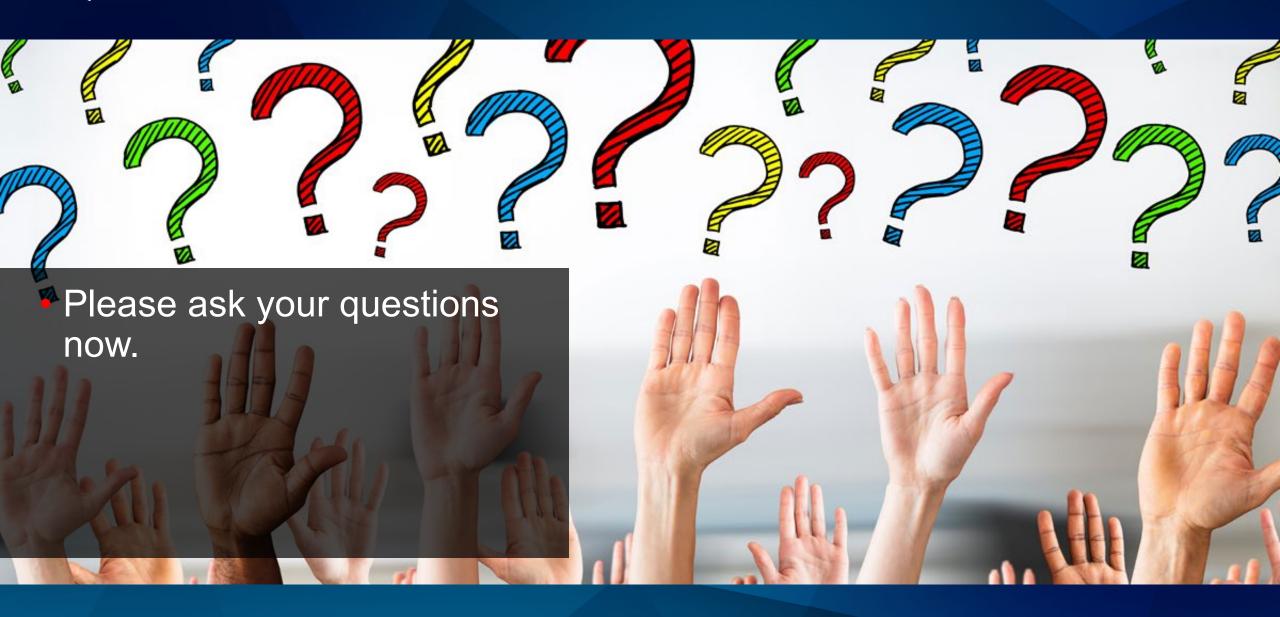
- They may prefer asynchronous communication and may use digital tools for resolution.
- Generation Z values transparency and may seek straightforward, honest conversations.
- They are comfortable with virtual conflict resolution, such as video calls or collaborative platforms.
- Seeking creative and innovative solutions is common, leveraging their tech-savvy nature.

Benefits of Courageous Conversations

- Improved understanding and empathy
- Increased collaboration and teamwork
- Enhanced problem-solving and innovation.
- A more inclusive and diverse environment.



Questions & Answers



Final Point

- Bridging generational gaps through courageous conversations is essential for personal and professional growth.
- Embrace diversity and use it as a source of strength.
- Remember, we all have something valuable to offer regardless of our age.



Are you ready to have Courageous Conversation?



For more information on services provided by Simply HR Inc., please visit our website at www.simplyhrinc.com or call us at 404-692-5335





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