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# Tonia Morris

Founder & CEO, Simply HR Inc.



# 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
- Work Ethic and Expectations
- Technological Proficiency
- Stereotyping and Bias



# 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

- Active listening
- Be open-minded
- Adapt communication styles
- Ask questions
- Share experiences



# Conflict Resolution: Traditionalist

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

## **Conflict Resolution Approach:**

- 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.

## **Conflict Resolution Approach:**

- 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.

## **Conflict Resolution Approach:**

- 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.

## **Conflict Resolution Approach:**

- 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.

## **Conflict Resolution Approach:**

- 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



- Please ask your questions now.



# 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](http://www.simplyhrinc.com) or call us at **404-692-5335**



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