

Operationalizing Trust in the Workplace

and Other Keys to Optimizing a Multi-Generational Workforce

Engagement Guidelines

We'll start and end on time.

We're fully present. Devices are silent and tucked away.

We trust that what we say in this session stays in this session. The process of this session belongs to us, though it's possible that we'll share the products of our work together.

When we disagree, we do so respectfully and with kindness.

We listen deeply to each other, and avoid the temptation to react defensively.

Others?

Our Mandate Today

By some reports, there will be as many as 5 discrete generations in the workforce in a few years.

- Are companies prepared to support and grow a diverse set of employees who will have vastly different timelines for life cycle events, relationship to current events, and attitudes about gender & family, to name a few?
- What kind of values in a workplace foster high performance?

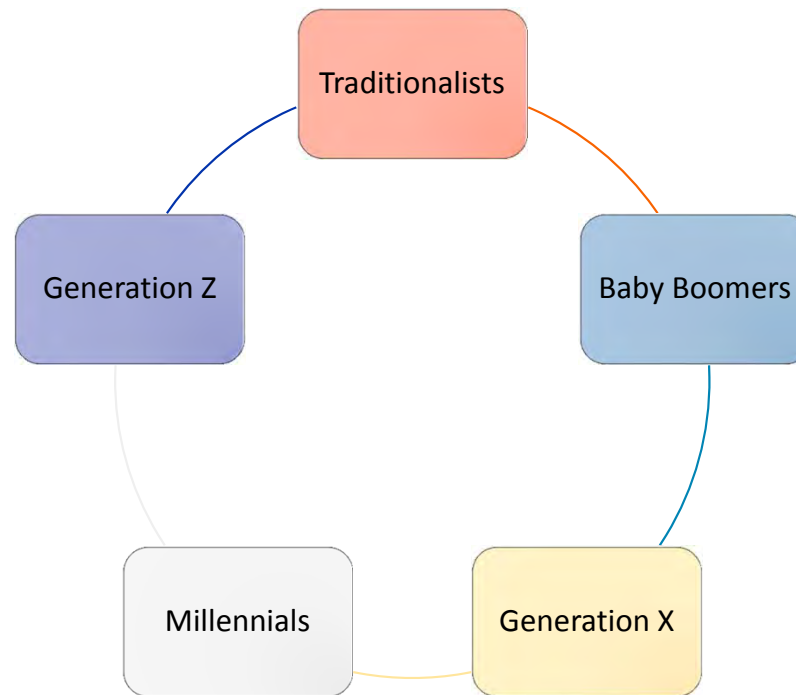
Through utilizing group discussion, case studies, and individual reflection, this session will enable participants to approach generational differences from both a personal, professional, and **practical** perspective.

Who's around the room?

Please introduce yourselves – 6 words or less!

- Where do you work?
- What do you do there?
- What brought you to this work?
- What is a favorite part of the job?
- How large is your workplace?

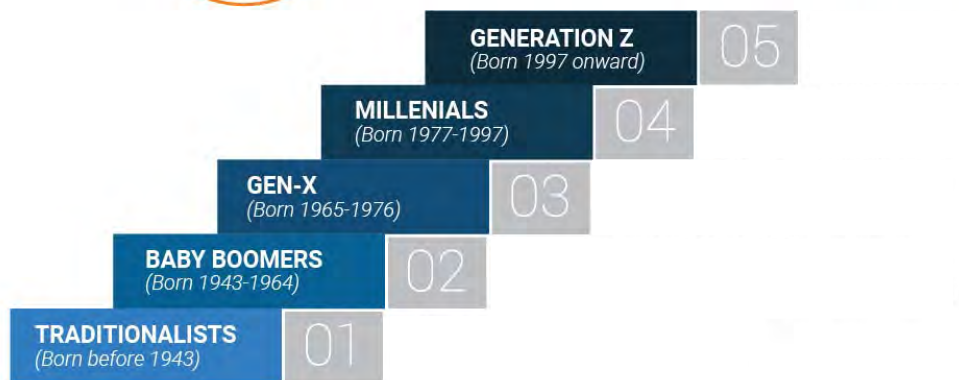
Generations in the Workplace



Generations in the Workplace



Mind the Gap: Managing Five Generations in the Workplace



Source: <https://www.bscai.org/Contractor-Connections-Hub/Recent-Article/managing-five-generations-in-the-workplace>

Values that Foster High Performance

Better, faster, or more efficient than others (*Merriam-Webster*)

A company that is considered more successful than its competitors in areas such as profitability, customer service and strategy (*Bizfluent.com*)



Values that Foster High Performance

Clear definitions of success, mission, vision, goals, values

Transparency & Accountability

Communication

Empowerment

Training & Development

Collaboration

Equity

Innovation

Support

Respect

Values that Foster High Performance



Case Study 1:
Registration for Music
Lessons



Case Study 2:
Corporate Ladder
Contention

Strategies and Tactics

Demographic Dissemination

- *Know the demographics of your workplace*
- *Ensure the demographic profile is disseminated to all employees*

Workplace Culture Surveys

- *Conduct workplace surveys on the organization's culture.*
- *Report out survey results. Select key areas identified as requiring attention*
- *Take appropriate steps to improve/enrich workplace environment, work routines, etc.*

Establish Norms

- *Create written set of workplace norms which reflect the organization's values*
- *Hold all employees accountable for conduct expressive of those norms*

Performance Incentives

- *Develop performance incentive plans reflective of employees' life-stages*

Coaching & Mentoring

- *Provide coaching, where possible*
- *Encourage employee to actively seek out a mentor(s)*

Resist Stereotypes

- *Be mindful of both generational life-style differences and workplace preferences*
- *Resist generational stereotyping of individual employees*

Ensure Encounters

- *Create opportunity for cross-age work team assignments dealing with issues of consequence*

Volunteer Opportunities

- *Implement volunteer experiences which involve employees interacting with other doing meaningful community service*

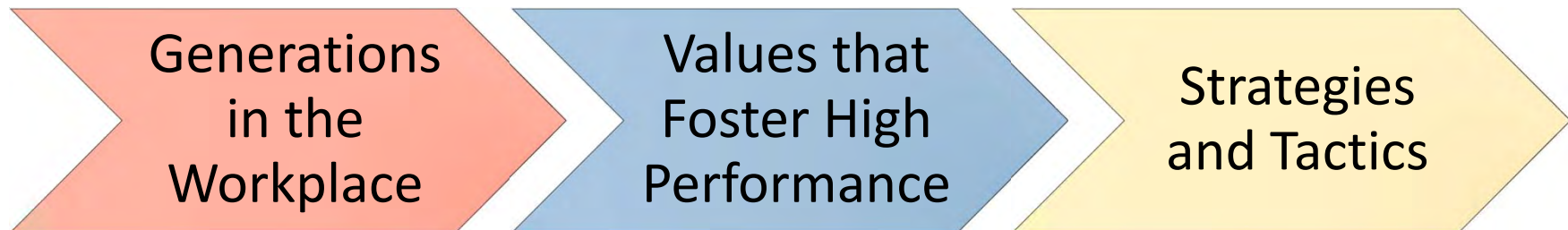
Meetings & Feedback

- *Give supervisory feedback which is candid, direct, and purposeful, focused on performance goals and objectives*
- *Recognize that some employees expect routinely scheduled meetings conducted regularly while others benefit from a less structured approach*

Tech & Learning

- *Leverage technology as a powerful learning tool,*
- *Differentiate assistance given to employees for technology-based skill building and professional development as needed*

Wrap-Up



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Thank you!
