



**HOW TO GET 4 GENERATIONS
WORKING TOGETHER IN THE 12
PLACES THEY COME APART**

HAYDN SHAW

Expert in Generations

Author of "Sticking Points"

0293317395610374580029331739561037458

STICKING POINTS

**HOW TO GET 4 GENERATIONS WORKING TOGETHER
IN THE 12 PLACES THEY COME APART**

0293317395610374580029331739561037458

eMergent Generations Consulting
President Haydn Shaw

4 generations of employees



5 generations of customers



FOREWORD BY STEPHEN M. R. COVEY



STICKING POINTS

HOW TO GET
4 GENERATIONS
WORKING TOGETHER
IN THE 12 PLACES
THEY COME APART

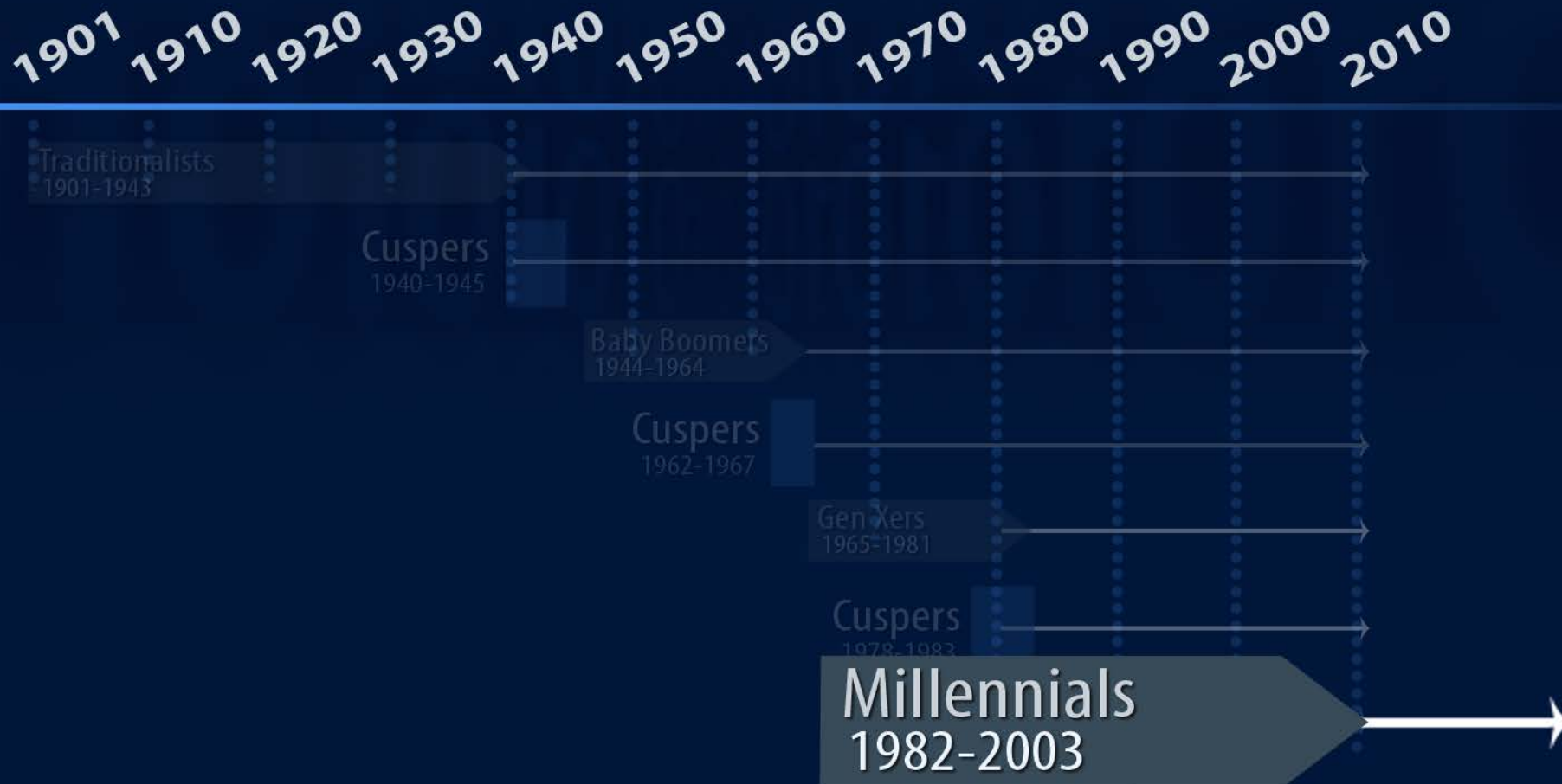


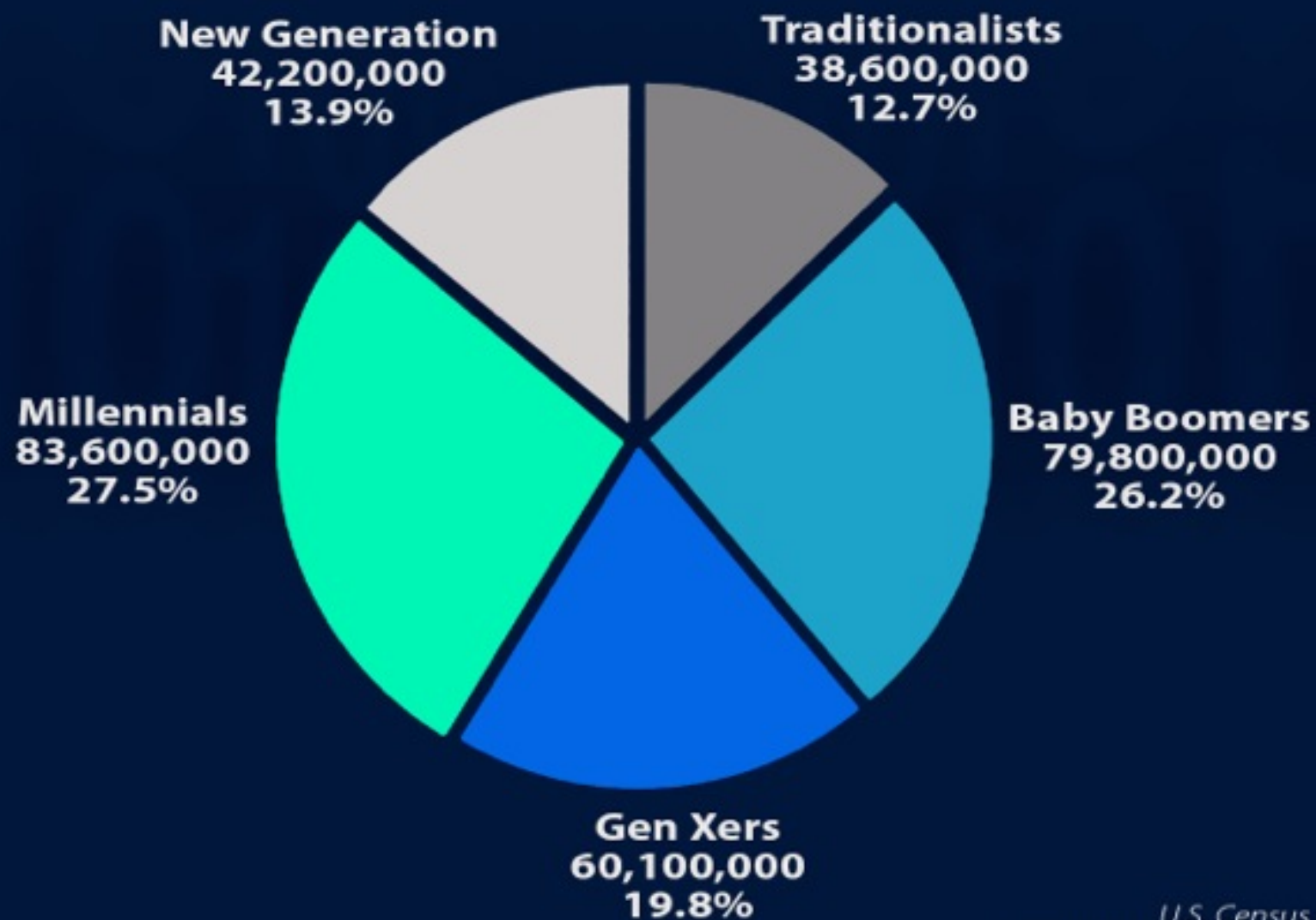
HAYDN SHAW

Author of the bestselling workshop by FranklinCovey®
LEADING ACROSS GENERATIONS™



Historical Timeline





*U.S. Census Bureau,
Current Population Survey, 2010*

United States Work Force 2013

Traditionalists → **2%**



Baby Boomers → **32%**



Gen Xers → **39%**



Millennials → **16%**



*When we don't understand
generational differences . . .*

we react to the small things, ignore the
big things, and propose the wrong
things.





Since we are all “immigrants” to three other generations, we might as well not be jerks about it.

No one wants to be a science fair project



You have to love your soldiers. You wake up in the morning and love your soldiers. You go to bed at night and you love your soldiers.

Colin Powell

1. What are the four approaches people typically take to the challenge of the different generations?
2. Why will “cutting a deal” no longer work?
3. Which approach do you think you currently operate from?

Do you want to provide great service or sit in generational sticking points?

1. Listen

2. Get a plan

- Ratchet up generational iQ

- Master the 5 step process and the 12 key sticking points

- get help when you need it

- Scoop up the easy ones

3. Keep focus while you do 2.3 billion other things

Millennials

- 1. Heavy Parental Involvement**
 - 2. Fear of Low Self Esteem**
 - 3. The Consumer Age**
 - 4. Technology**
 - 5. Emerging Adulthood**
- 

COMMUNICATION

TRADITIONALISTS

I write a memo, send a letter, listen to a speech, and call a meeting.

BABY BOOMERS

I write a memo (with the distribution list alphabetized), pick up the phone, and set up an appointment.

How do I communicate?

What are memos? I send an email or instant message, search online for a summary of the speech, and meet virtually.

GEN XERS

I send a text message (vowels are optional) or instant message, replay the speech online, or connect on a social networking site.

MILLENNIALS

DECISION MAKING

TRADITIONALISTS

The boss decides.

BABY BOOMERS

We use decision-making processes, and the boss ultimately decides.

How should
decisions be
made?

Whoever is the most
savvy on this topic
decides.

GEN XERS

We work through the
options and decide
together. If we can't, the
boss decides.

MILLENNIALS

FEEDBACK

TRADITIONALISTS

If you do anything wrong, the Boss will let you know.

BABY BOOMERS

Annual performance appraisals and quarterly one-on-one meetings with the boss allow employees to know where they stand.

What do I think about feedback?

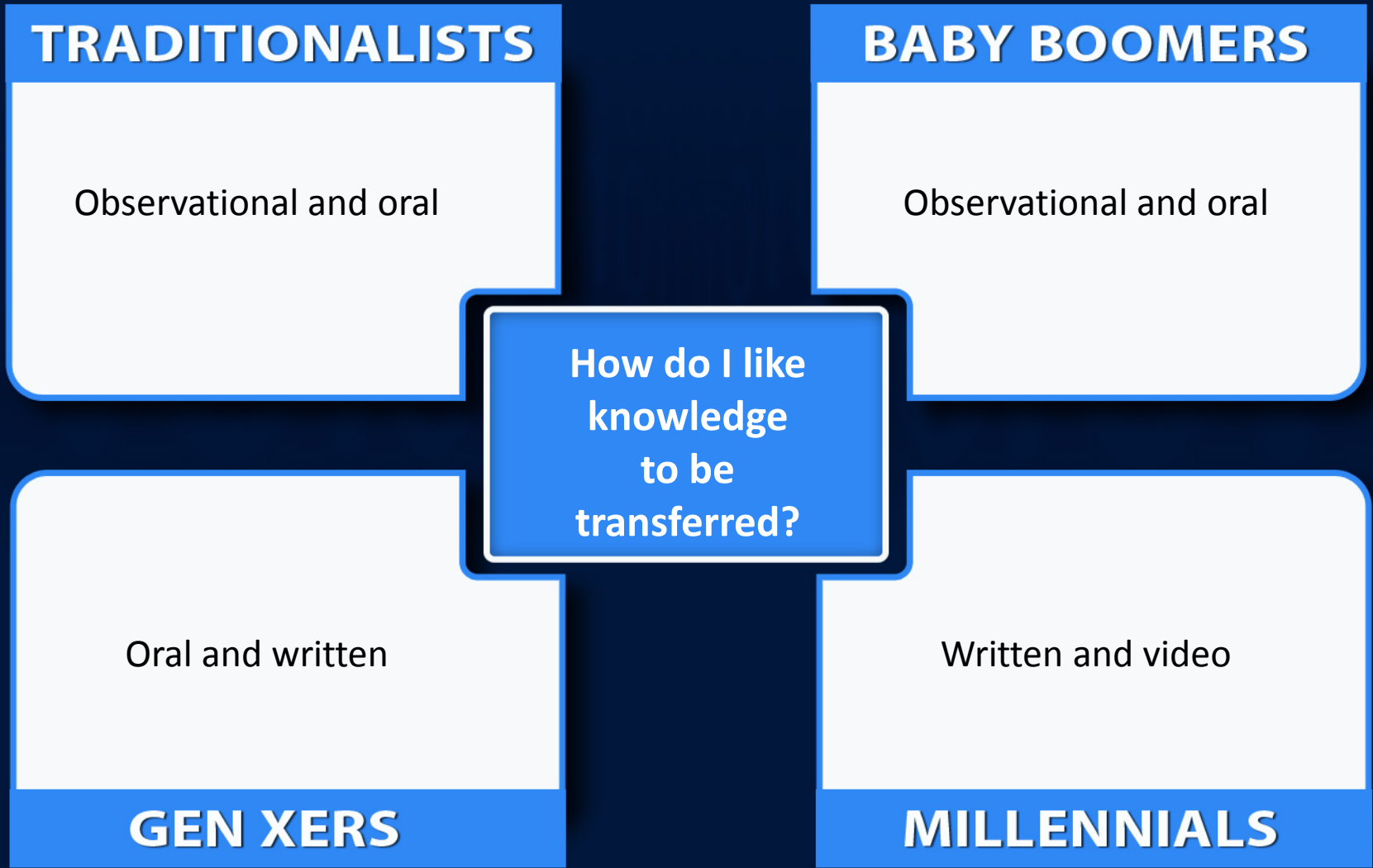
People who respect each other don't need a form or a meeting; they just say what they think.

GEN XERS

Just put the score on the screen, like a video game, so there's instant feedback.

MILLENNIALS

KNOWLEDGE TRANSFER



LOYALTY

TRADITIONALISTS

Job hopping is the kiss of death for your career.

BABY BOOMERS

Leaving is necessary in some situations.

What do I think about leaving a company?

Leaving is often necessary to get ahead.

GEN XERS

There's nothing wrong with changing careers until you find the right one for you. But if you like your organization, why leave? Just do a different job.

MILLENNIALS

RESPECT

TRADITIONALISTS

I will figure out the hierarchy
and find my place.

BABY BOOMERS

I can work my way up to a
position that gets respect.

What do I think
about respect?

I will give you respect if you
prove to me you deserve it.

GEN XERS

I will give respect to those who
“get it” and will take me
seriously.

MILLENNIALS

WORK ETHIC

TRADITIONALISTS

I work 9 to 5 and stay late with overtime.

BABY BOOMERS

I work 8 to 6 and then take it home.

What do I think about work?

I try to get it all done at work; I'll take it home if I have to.

GEN XERS

It's a 24/7 world, so I'm leaving at 5:00. I can log on tonight.

MILLENNIALS

Preparing Millennials

1. You can't fix life stage.
2. They want to talk about it.
3. Specific about outcomes, not methods.
4. Heavy on the why.
 1. 5. Ask them how.
 2. 6. They will leave.

Business Necessity vs. Personal Preference



BUSINESS NECESSITY

Necessary to avoid losing a:

- Foot
- Money
- Funding
- Customers



GENERATIONAL PREFERENCE

The way you prefer things to be done.

They don't mean it personally, so...

“DON'T TAKE IT PERSONALLY!”

www.mygenerationalcoach.com

For free videos about generations and
articles on Huffington Post

Haydn.shaw@mygenerationalcoach.com