

The background of the slide is a blue-tinted photograph of a large, classical-style building with a prominent portico supported by several tall columns. The building has a curved facade and a series of windows. In the foreground, there are some bushes and plants. The overall tone is professional and academic.

Multigenerational Teams: Building Inclusivity to Support Success

March 1, 2024

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1

Why Multigenerational Teams are Important

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5 different generations working together at any one time



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5 Generational influencers

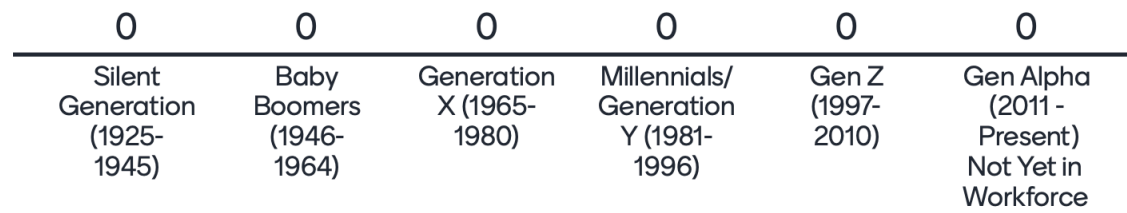
- The Silent Generation (1925-1945)
- Baby Boomers (1946-1964)
- Generation X/ (1965-1980)
- Millennials/Generation Y (1981-1996)
- Generation Z (1997-2010)
- Gen Alpha (2011 – Present) Not in workforce

Know Yourself

It's not all about age...

Q **U** **I** **Z**

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Generational Inclusion

- Understanding of values and attitudes by generation from all team members
- Ability to tailor responses and reactions
- Ability to tailor the messaging around Mission, Vision and Values to your team
- Eliminate stereotyping. People do not fit in a generational box.
- Understand your own bias toward generations.
- Be inclusive and eliminate ageism.

Higher Education and Multi-gen Workforce

- Technology can divide or create inclusivity
- Change should be about purpose – not for the sake of change
- Standing on the shoulders of others is underrated
- Mentoring and Coaching are key to a continued successful higher ed workforce
- Respect, Trust, Communication **REQUIRED!**



2

Avoiding Pitfalls When Supervising Multigenerational Teams

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5 Generations in the Workplace

- Veteran/ Silent Generation (1925-1945)

Employee Characteristics:

- Loyal to employers
- Very strong belief in “paying dues”
- Strong desire for security
- May be less familiar with technology

Strategies for supporting these employees:

- Provided needed professional development
- Show value for their experience
- Show them courteous behavior
- Higher ed may have more



5 Generations in the Workplace

- Baby Boomers (1946-1964)

Customer Characteristics:

Employee Characteristics:

- Ambitious and highly education, they value job perks and promotions
- Hold a strong work ethic
- Strong desire for security
- Values personal growth and team involvement
- Values personal gratification
- May embrace technology at different levels (be careful of stereotyping!)

Strategies for supporting these employees:

- Recognize that human interaction is important
- Provided needed professional development
- Provide the ability to utilize skills in coaching others



5 Generations in the Workplace

- Generation X (1965-1980)

Employee Characteristics:

- Typically independent, self-sufficient, and skeptical
- Value diversity and work-life balance
- Familiar with technology for job growth
- View work as “just a job”

Strategies for supporting these employees :

- Prefer mentors they respect
- Do not micromanage



5 Generations in the Workplace

- Millennials/Generation Y (1981-1996)

Employees Characteristics:

- Digital natives (first generation to grow up with internet)
- Impatient
- Expect recognition
- Expect instant gratification
- Enjoy a tailored experience “just for them”

Strategies for supporting these employees :

- Utilize multiple digital communication channels
- Provide employee benefits and resources available on demand
- Provide generous training
- Provide strong orientation programs



5 Generations in the Workplace

- Generation Z/ (1997-2010)

Employee Characteristics:

- Heavily influenced by social media and peers
- Always connected
- Value ethics and integrity
- Diversity is expected
- Wants to make a difference
- Well informed and vocal

Strategies for supporting these employees :

- Finds ways to provide sustainable environments with personal security
- Help them feel safe
- Provide authenticity and integrity in interactions



Know your team – Generational Quiz

quiz?

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3

Best Practices to Motivate and Communicate With Your Team

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Managing Multi-Gen Teams

- Create a strong sense of culture
- Multiple communication strategies
- Strong shared purpose
- Overcome stereotypes
- Establish trust and respect
- Encourage knowledge sharing
- Create clear expectations



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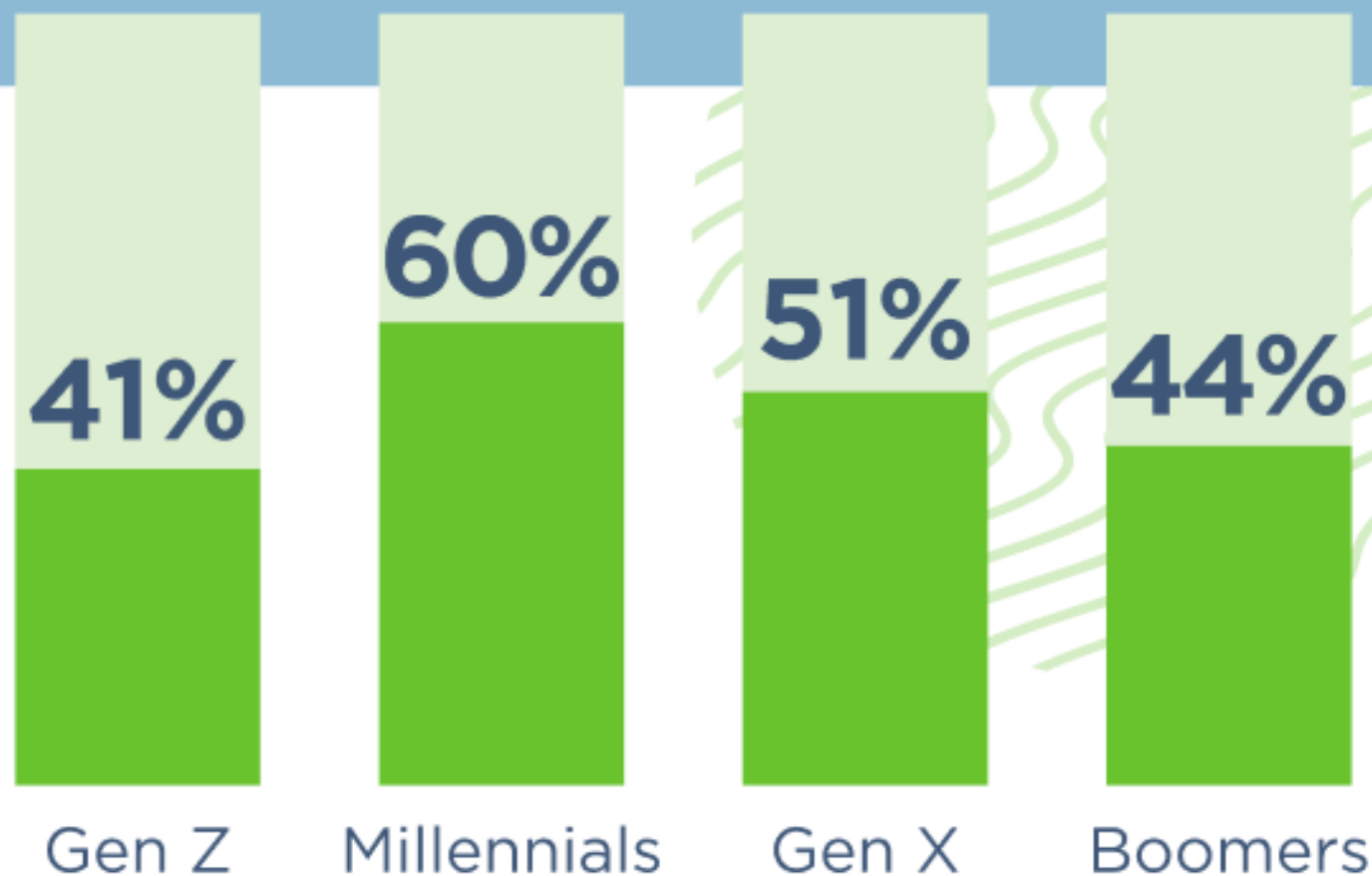
■ Collaboration & Team Building Are Key

Multi-generational teams who play to each others' strengths and make up for each others' weaknesses will guide the future in higher education through innovation and strategic approaches to deal with problems and challenges today and in the future.



DOES AGE REALLY INFLUENCE MEANING & PURPOSE AT WORK?

Percentage of American workers who find great meaning and purpose at work



*Data from GoodHire proprietary survey of 4,000 full-time American workers.

What Employees Want by Generation

What employees want by generation

Data source: Mazlo | Infographic design by Antonio Grasso for educational and motivational purposes



Baby Boomers

1946-1964

BEST WORK TRAITS

- Optimistic
- Enjoy mentoring
- Strong work ethic



Gen X

1965-1979

BEST WORK TRAITS

- Independent
- Innovative
- Strong communicators



Millennials

1980-1995

BEST WORK TRAITS

- Tech-savvy
- Collaborative
- Focused on the greater good



Gen Z

Born after 1996

BEST WORK TRAITS

- Digitally fluent
- Practical
- Flourish in diverse workforces

What they want from work

- A loyal employer
- Hierarchical culture
- The chance to mentor others
- Respect

- A trustworthy employer
- Problem-solving opportunities
- Competent colleagues
- Autonomy

- An empathetic employer
- Meaningful work
- Training for new skills
- Flexibility

- A culturally competent employer
- Competitive wages
- Mentorship
- Stability

A Look Ahead: Generation Alpha: What to Expect?



- Conscious Consumers as toddlers
- Enjoy a primary role in family decisions
- They will stay in education longer
- Start their earning years later
- Stay at home with their parents later than their predecessors, Gen Z and Gen Y.
- The role of parents will span a longer age range- with many of Gen Alphas likely still living at home into their late 20's.

Thank you!

Questions?

Discussion?