

INTERGENERATIONAL
TEAMWORK
&
EFFECTIVE
LEADERSHIP

Presented by
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*There must be equations in this
presentation so you can earn
your PDHs.*

Great Leaders =

f(Great Communication)

Talking \neq Communicating

(DNA) x (Life Experience)²=You

*You are the product of
your genes and more importantly,
the environment
in which you developed
physically, mentally, and emotionally*

Communications Also Influenced By

- **Ethnicity:** Heritage, Country of Origin
- **Region:** New Orleans, New York, Seattle
- **Education:** High School, College, Ph.D.
- **Employment:** Conservative, Creative, Military
- **Majority Masculine or Feminine Workforce:**

Teachers, Nurses, Administrative Assistants

or

Construction, Engineering, Pilots, First Responders

How has the workplace changed since 1900?



The age span among employees can now be as much as 60 years!



- Healthy lifestyles create healthier workers
- Medical advances prolong life expectancy
- Age discrimination is often prohibited
- Education and training offer opportunity
- Safe workplaces decrease mortality
- Technology eases physical requirements
- Economy has depleted savings & pensions

DIVERSITY IN THE WORKPLACE

WHAT
ABOUT
AGE

- Gender Preference
- Sexual Orientation
- Marital Status
- Race
- Religion
- Ethnicity
- Political Views
- Physical Challenges

Generational Diversity by Name

- Lost Generation- Born 1833 to 1914
- Greatest Generation-Born 1915 to 1927
- Silent Generation- Born 1928 to 1945
- Baby Boomers- Born 1946 to 1964
- Generation X- Born 1965 to 1980
- **Generation Y- Born 1981 to 1994**
- Generation Z- Born 1996 to 2009
- Generation Alpha*- Born 2010 to 2023?

***Futurist Mark McCrindle 2010**

(AKA Millennials)

Understanding Generational Diversity

- Recognize their life experiences
- Respect how it affected them
- Appreciate their perspective
- Learn from their differences

Change is accelerating.

A generation was spanning 80 years, but now
only 13 years

Focus on the Work Force

How does each generation:

Approach the job?

Balance the demands of work and life?

Value loyalty?

Accept authority?

Communicate?

LEAD?

Silent Generation

(72 to 89 years old today)

Traditionalist

Self-disciplined

Strong sense of right/wrong

Patriotic

Loyal

Religious

Sense of duty and honor

Least experience with a diverse workforce

If not retired now, will not retire willingly

Baby Boomer Generation (53 to 71 years old today)

Loyal but Cynical

Work-Centric

Value educational level achieved

Success measured by salary

Prefer to do work at work, not at home

Motivated by praise, perks, responsibilities

Appearance counts

Active grandparents/Boomerang Parents

Caretakers of their parents

Generation X

(37 to 52 years old today)

Prefer flexible work schedules

Expect equal opportunity

Many had single parent households

Many had working moms

Loyalty not a core value

Value personal time

Generation Y

(23 to 36 years old today)

the fastest growing segment of the
work force

**SO PAY CLOSE
ATTENTION TO GEN Y
THE CHILDREN OF THE
BABY BOOMERS**

Generation Y

Want to make a difference

Over-achievers

Optimistic

Least religious

Extremely Tech-Savvy

Seek personal growth and self-fulfillment

Want it fast and at least cost

Primarily shop and communicate on-line

Don't need landline phones or print subscriptions

Prefer distance learning and telecommuting

Often single parents by choice

Generation Z

(8 to 21 years old today)

Cell phones and I-pads are for children

Facebook, Twitter, Instagram make them celebrities

Blended families

Mental amusements preferred over physical games

Claim a religion, but not religious

Experience the world via television and movies

1,000 virtual friends, few close relationships

Sense of entitlement from government and family

Demand respect, but don't feel a need to earn respect

Entrepreneurial spirit

Generation Alpha (1 to 7 years old today) Your future co-workers

Learn from Apps

Most photographed generation due to social media

Non-traditional families (make no assumptions)

Telling time is digital

Write in print, not cursive

Gender and religion can be personal choices

Answers come from the World Wide Web

UPS & Fed Ex are as familiar as USPS

Generation Alpha

Touch screens not keyboards

Multi-task, everywhere and all the time

Buy exactly what you want and get it tomorrow

Attend lots of free, public events

More than one “home”

Home offices common

Most likely to have step-siblings and half-siblings

Most likely to start school at 3 years old

Function well without ability to read-icon driven

CAN WE

draw upon the experience of the
Greatest Generation, the
knowledge of the Baby Boomers,
the risk-taking of Gen X, the
high-energy of Gen Y,
entrepreneurial Gen Z, and the
unknown Gen Alpha?

He Said/ She Said They (singular) or Hir Said

Why gender influences communication

Common trait: People are still human beings

Uncommon traits include:

Physically:

Hormones/Right Brain vs Left Brain/Instincts

Life Experiences:

Environment/Recreation/Education/Work

At Work

- Masculine groups have hierarchy
- Feminine groups have equality



- Masculine groups use conversation to not be pushed down
- Feminine groups use conversation to be included



Masculine/Feminine Conversations

- Topics: Impersonal vs Personal
- Body language: Distance, Eye Contact, Touch
- Signals: Loudness, Speed, Rhythm, Pauses
- Devices: Direct vs Indirect, Teasing, Questions
- Rituals: Hello may be, “Where yat?”
Goodbye may be, “See you later”
Handshakes may be hugs

SO WHERE ARE
MY TEAM MEMBERS
FROM?

The Past

The Present

The Future

SO WHERE WILL MY TEAM MEMBERS BE FROM?

Alpha Baby



SO WHERE WILL MY TEAM LEADER BE FROM?



Alpha Toddler
To Be Continued

Questions

- Is your employer discussing diversity in work teams during new employee orientation/training?
- Is your employer addressing diversity in work teams at in-house training?
- Is your employer evaluating teamwork skills in employee performance appraisals?