

The left side of the slide features a series of vertical stripes in various shades of blue and light blue. Below these stripes, there are several blue circles of different sizes, resembling bubbles or molecular structures, arranged in a cluster.

WORKING IN THE MULTI-GENERATIONAL LAB SPACE

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NHC 2017, Hobart





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WHO AM I?



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MULTIPLE GENERATIONS @ WORK



TRADITIONALISTS Pre-1945	BOOMERS 1946-1965	GEN X 1966-1977	MILLENNIAL 1978-1995	GEN 2020 After 1995
<p>Experienced: Great Depression, WWI and II, GI Bill</p> <p>Work is: An obligation</p> <p>Aspiration: Home ownership</p> <p>Changing Jobs: Stay for life</p> <p>Career Paths: Slow and steady</p>	<p>Experienced: Television, Moon Landing, Watergate, Vietnam War</p> <p>Work is: Expected</p> <p>Aspiration: Job security</p> <p>Changing Jobs: Loyal to employer; connecting to values</p> <p>Career Paths: Upward mobility</p>	<p>Experienced: MTV, Nintendo, PC's</p> <p>Work is: A difficult challenge</p> <p>Aspiration: Work-life balance; independence</p> <p>Changing Jobs: If necessary for compensation</p> <p>Career Paths: Need to know options now</p>	<p>Experienced: Natural disasters, diversity, mobile technology</p> <p>Work is: A means to an end</p> <p>Aspiration: Freedom and flexibility</p> <p>Changing Jobs: Is expected</p> <p>Career Paths: Switch frequently and fast</p>	<p>Experienced: Economic downturn, Global Warming</p> <p>Work is: Constantly evolving</p> <p>Aspiration: Structure and stability</p> <p>Changing Jobs: Constantly</p> <p>Career Paths: Career "multitaskers"</p>



BABY BOOMERS

- Work-centric
- Independent
- Goal-oriented
- Competitive
- Advanced rights of women and minorities in the workplace and society
- Working well into retirement age
 - Choice
 - Forced
- Dedicated and loyal
- Organisational knowledge



GENERATION X

- Independent, resourceful, adaptable
- Do-it-yourself attitude
- Embrace change
- Freedom and flexibility
- Qualifications
- Disdain for authority
- Dislike micro-managing
- First generation to grow up with technology
- Ambitious and eager – but on their own terms



GENERATION Y/MILLENIALS

- Watched parents lose economic stability
- Culture and values are important
- Holistic
- Confident
- Self-aware of skills
- Crave mentoring and coaching
- See evidence of personal contribution
- Collaborative via technology
- Open transparent social lives



GENERATION Z

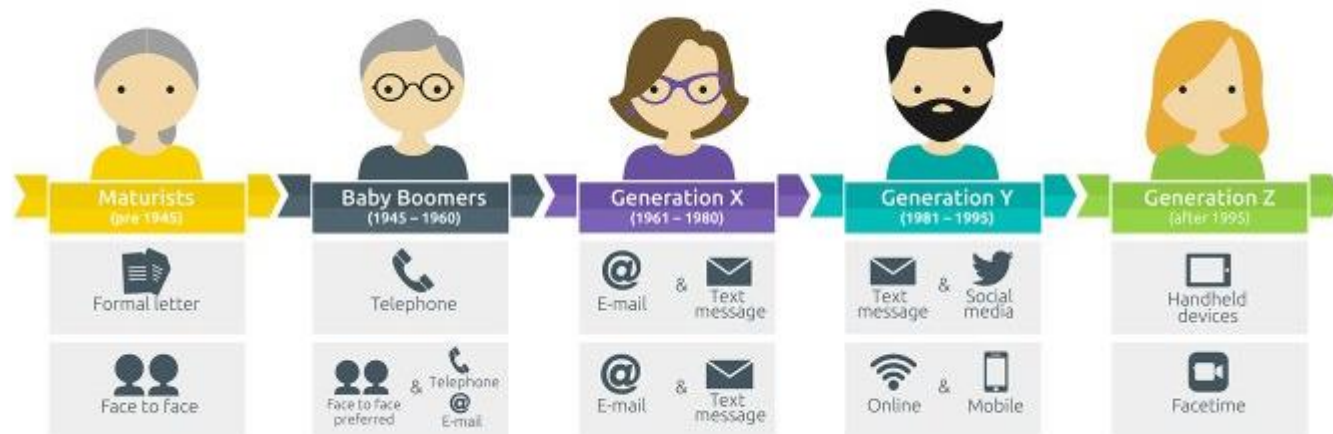
- Grew up in turbulent time
 - Economic
 - World unrest
- Know they will need to work hard
- Doubt retirement will be possible
- Told they cannot afford a mortgage
- Dedicated and loyal
- Rather have career growth than a title
- Face to face communication
- Need support outside of education
- Technology is the norm

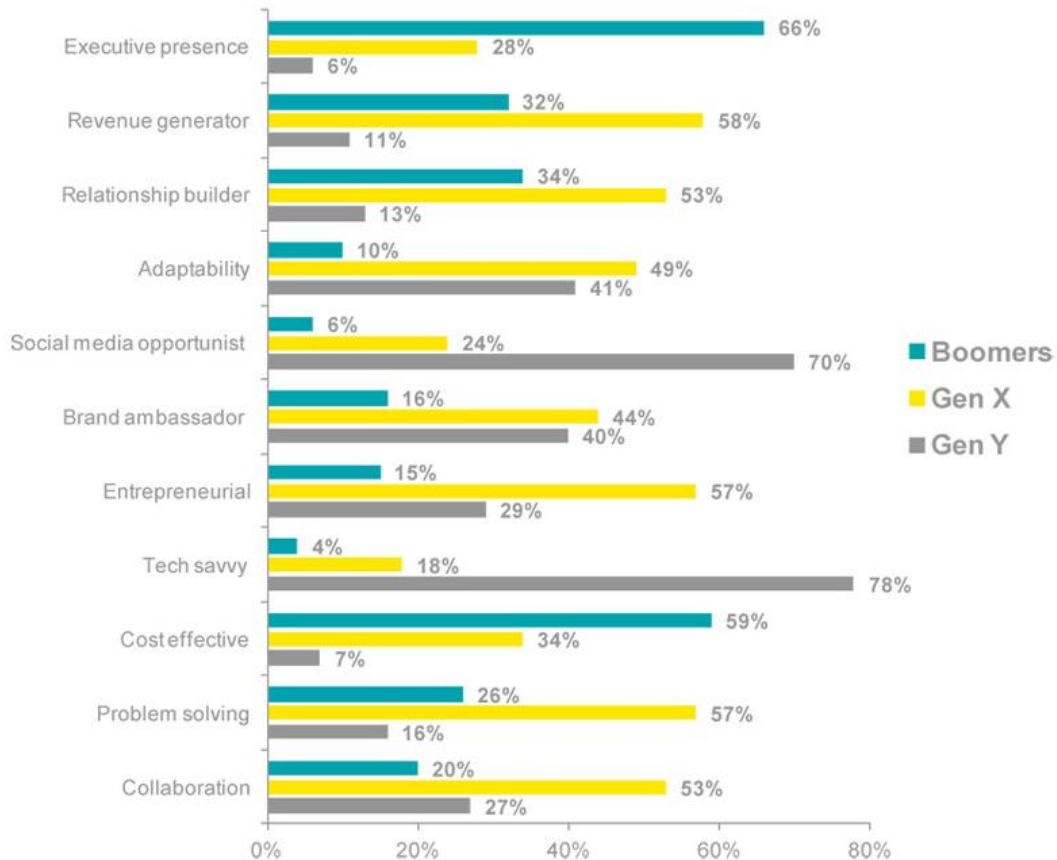


Each generation has different workplace behaviors

	Traditionalists (61 – 84)	Boomers (42 – 60)	Gen X (26 – 41)	Gen Y (18 – 25)
Training	The hard way	Too much and I'll leave	Required to keep me	Continuous and expected
Learning style	Classroom	Facilitated	Independent	Collaborative and networked
Communication style	Top-down	Guarded	Hub and spoke	Collaborative
Problem-solving	Hierarchical	Horizontal	Independent	Collaborative
Decision-making	Seeks approval	Team informed	Team included	Team decided
Leadership style	Command and control	Get out of the way	Coach	Partner
Feedback	No news is good news	Once per year	Weekly/Daily	On Demand
Technology use	Uncomfortable	Unsure	Unable to work without it	Unfathomable if not provided
Job changing	Unwise	Sets me back	Necessary	Part of my daily routine

Source: Lancaster & Stillman (2003)





EY

The study found that cash is still considered the most important perk across all generations, with 49% of respondents agreeing this is the case.



5 Tactics for Working with Cross-Generational Teams

Rethink the Boring Stuff

Explore new technology offered up by tech-savvy younger employees to reduce repetitive and rote work for everyone.

Flex the Hours

No matter their age, employees want a life outside work, so balance off-hours coverage so no one has to work 24/7.

Help Them Learn

Older & younger employees can mentor each other in different ways (eg, being organizationally vs. technologically savvy).

Give Good Reasons

Don't insist on doing something just because that's the way it's always been done.

Learn From Each Other

Both age groups can offer wisdom to one another, if they're open to hearing it.



