



Mixing Four Generations in the Workplace

A two-program DVD course

Participant Guide

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PARTICIPANT GUIDE

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Introduction

In today's business environment, with a vast range of ages and background experiences at play, you are more likely to be managing, coaching and leading people who are nothing at all like you. This is the first time we've had all four generations actively working together at the same time in the workplace.

So, how do you find that all important common ground? One increasingly important starting point is to gain an understanding of generational dynamics in the workplace.

The two-part DVD course, ***Mixing Four Generations in the Workplace***, will provide you with the understanding and tools necessary to effectively coach, manage and lead each generation at work.

Today's workforce comprises four distinct generations; each with its own shared history, common biases and core beliefs. Learning what makes each generation tick, and taking the time to consider your communication approach, will advance your relationships and help you lead your team during good times and through stressful situations.

This program gives you that generational insight. Throughout this course, participants will learn the common drivers of each generation—what are they looking for, how should you interact with them, how do they make decisions, and what is most important to them.

This two-DVD program will help you:

Communicate easier - By increasing shared understanding between the different generations.

Motivate, coach, hire and retain employees of different generations – By understanding what makes them tick.

Create and sustain a productive workforce – By increasing their understanding of one another, the different generations will work better as a team, effectively resolve conflicts and be more productive.

Enjoy and appreciate the people you work with – By understanding the different generations we learn to enjoy and appreciate who they are. This appreciation will help reduce stress in the workplace and create more enjoyable relationships.

Learning Objectives

By the end of the program, participants will be able to:

- Define the four generations and their workplace characteristics
- Identify the common drivers and value systems of each generation and how those drivers and values affect motivation and behavior in the workplace
- Describe how each generation defines success and understand how the differences affect communication and relationships in the workplace
- Determine how your approach may need to change when coaching, managing and leading employees of different generations
- Appreciate and gain respect for what is important to each generation

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Session Agenda

2-hour session

Introduction	10 minutes
View Program One and Discuss	30 minutes
Generational Voices Quiz	25 minutes
View Program Two and Discuss	35 minutes
Commitment to Action	10 minutes
Session Debrief	10 minutes

4-hour session

Introduction and overview	20 minutes
How We Perceive the Four Generations	20 minutes
View Program One and Discuss	30 minutes
Generational Voices Quiz	25 minutes
Reviewing our Perceptions	15 minutes
Break	15 minutes
View Program Two and Discuss	30 minutes
Determining Generational Bias	10 minutes
Coaching, Managing and Leading the Four Generations	45 minutes
Commitment to Action	15 minutes
Session Debrief	15 minutes

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Program One Notes: Defining Four Generations in the Workplace

	Matures	Boomers
Definition		
Characteristics		
Heroes		

	Xers	Millennials
Definition		
Characteristics		
Heroes		

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Program One Notes, continued

What trends affect generational change?

What is the generational repetition model and how does it apply to the workplace?

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Generational Voices

Who Am I?

The Power of Generational Insight

Matures

Born between 1909 – 1945

Boomers

Born between 1946 – 1964

Xers

Born between 1965 – 1979

Millennials

Born between 1980 – 2000

Select the generation you think the person making each statement would most likely be a member of. (Be ready to justify your response if necessary!)

1. Some people estimate that there were nearly five hundred thousand of us at Woodstock. But if you survey the country today, you'd have to think the number was more like several million.

a. Mature b. Boomer c. Xer d. Millennial

2. My sister's son contracted polio. Fortunately, when my daughter was born a few years later, the vaccine had just come out.

a. Mature b. Boomer c. Xer d. Millennial

3. John F. Kennedy was assassinated when I was in junior high. By the time I graduated, Martin Luther King and Robert Kennedy had also been killed.

a. Mature b. Boomer c. Xer d. Millennial

4. Crowded? I can tell you about crowded. The Catholic schools in my neighborhood sometimes had 60 in a class! It made everything very competitive. The good thing is you had to learn how to get along, how to team up with other people.

a. Mature b. Boomer c. Xer d. Millennial

5. I think there's a good reason you don't hear much "Oh, he's my hero," talk these days. I just don't think there are many heroes. There are

people who are rich, famous, whatever. But not too many heroes.

a. Mature b. Boomer c. Xer d. Millennial

6. You might not believe this, but sometimes I borrow my mother's CDs. I mean, we don't have exactly the same tastes in music - but we like some of the same stuff.

a. Mature b. Boomer c. Xer d. Millennial

7. The year I turned 15, the unemployment rate was nearly 25%.

a. Mature b. Boomer c. Xer d. Millennial

8. When I was a junior in high school the Grammy for Album of the Year went to Bob Dylan for Time Out of Mind.

a. Mature b. Boomer c. Xer d. Millennial

9. You might hear ludicrous and think: ridiculous. I hear it and want to turn up the radio.

a. Mature b. Boomer c. Xer d. Millennial

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10. Once in a while in elementary school, we did these silly drills where we got down on our knees and tucked our heads down with our hands on the back of our heads. That was supposed to help protect us against "The Bomb".

a. Mature b. Boomer c. Xer d. Millennial

11. I was just old enough to learn how to drive when I learned about the Chernobyl accident in the Soviet Union. Comforting... I don't think I quite understood the magnitude of that at the time. I do now.

a. Mature b. Boomer c. Xer d. Millennial

12. Three Mile Island. You don't hear that much anymore. That was pretty close to "The Big Bang" revisited. I was just out of college and starting a career. I'm lucky it wasn't a short one.

a. Mature b. Boomer c. Xer d. Millennial

13. Sometimes I get tired of hearing the word loyalty. I think people who have a lot of power like to throw that word down on the people who don't. Look at the record. Look at all the people who were supposed to have long careers and big pensions and got unemployment and social security instead.

a. Mature b. Boomer c. Xer d. Millennial

14. You pay your dues. You make the sacrifices necessary to make things work. People today ask too many questions. They expect too much too soon. Just do what you're told. Get the job done. You'll get what you deserve in time. Your company puts a roof over your head and food on your table. You have an obligation.

a. Mature b. Boomer c. Xer d. Millennial

15. It was the bi-centennial year. Everyone was in love with Colorado and looking for a Rocky Mountain high. So we packed up the dog in the van and took off cross-country with no particular route, and hardly a dollar to our name.

a. Mature b. Boomer c. Xer d. Millennial

16. On my first date we went to see a brand new movie called Gone With the Wind. It was pretty good but, my gosh, it was almost four hours long. I was late getting home and my parents were furious.

a. Mature b. Boomer c. Xer d. Millennial

17. Everybody talks about TV this and TV that; this show, that show. I don't really need it that much. There are plenty of other things to do.

a. Mature b. Boomer c. Xer d. Millennial

18. Morning routine. Newspaper. Cup of coffee. It's still hard to beat the newspaper for getting information about things. And a cup of coffee works for me any time of day.

a. Mature b. Boomer c. Xer d. Millennial

19. I was in high school when Dallas was huge on TV. The "Who shot JR?" thing was everywhere. Pretty crazy.

a. Mature b. Boomer c. Xer d. Millennial

20. A freshman in college. Planning a major in political science. The Berlin Wall comes down. I was in heaven!

a. Mature b. Boomer c. Xer d. Millennial

21. Geraldine Ferraro becomes Walter Mondale's running mate in a presidential election. I was only 17 at the time. I told my mother I was going to either own my own business or hold public office. She just grinned at me.

a. Mature b. Boomer c. Xer d. Millennial