# Cross Generational Synergy

We can't ignore the impact of intersectionality. When it comes to age diversity specifically, one report noted that only 8% of organizations include age as part of their DEI strategy.

By incorporating age into your conception and definition of workplace diversity, you can create an inclusive and supportive team environment that recognizes team members as individuals rather than generational caricatures.

**Let's Talk**
Multigenerational

# What's Happening

## Trends

As we've seen, older workers, who have dominated the workplace for decades, are staying in it longer due to better health and longevity. The retirement age is also ticking up. Where people are calling the Great Resignation as the 'Great Sabbatical', as workers increasingly return to work. The early retirement trend is slowly being reversed.

## What You See

Feedback

# Generational diversity benefits teams in the following ways

- Higher employee performance and team productivity. Companies with mixed-age work teams see higher worker productivity.

- Improved company performance. Increases in age diversity have been found to have substantial positive productivity effects, especially in companies that value innovation and creativity.

- Increased knowledge sharing. Age-diverse teams were more likely to share knowledge and experience, which led to better problem-solving and decision-making (AARP).

# Talking About My Generation



### Baby Boomer

- Born 1946-1964
- Prefers face-to-face communication
- Starting to embrace modern digital technology
- Social Media Preferences: Facebook & LinkedIn

### Generation X

- Born 1965-1979
- Prefers email communication
- Comfortable with technology
- Social Media Preferences: Facebook & Twitter

### Millennial

- Born 1980-1994
- Prefers email or text
- First "digitally native" generation
- Social Media Preferences: Not loyal to any particular social media outlet

### Generation Z

- Born 1995-2012
- Likes written communication, but in-person meetings in the workplace
- Expects quick responses
- Social Media Preferences: Instagram & Snapchat

**The silent generation** includes those born between 1928-1945, which puts them in their late-seventies to their mid-nineties. While most of them have retired from the workforce, some continue to participate as partners, board members, or in other advisory positions.

# What Works at Work

## Advertise

Stick to more neutral wording and avoid terms or phrases that exclusively target a particular generation. Also, try to incorporate images and graphics that show people from all age groups.

## Educate

HR teams: Educate at on-boarding : Create a DEI policy that is shared internally and externally communicate inclusive core values that unite your teams. Conveying your organizations core values effectively means having consistent and cohesive messaging across all your communication channels.

## Create Connections

Have conversations with your direct reports to understand what motivates them, the unique experiences they've had, and their preferred work styles. Build trust by having regular, individual check-ins. 1-on-1s create a secure environment to share .

## Focus on Big Picture

Align your expectations and understand how each team member contributes to company goals and success allows for more meaningful recognition and appreciation. Remind yourself and your team that everyone is working towards the same goal.

## Be Curious

. Develop mutual mentorship within your team and continuously invite your mentees to provide feedback. Structure project teams with staff members who have complementary skills and diverse perspectives to help break down generational silos.
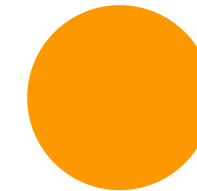
# How You Work Who You Work

It's easy for people from different generations to stereotype each other. Getting your teams on the same page means setting goals and establishing clear expectations. This is vital when managing a multigenerational workforce.
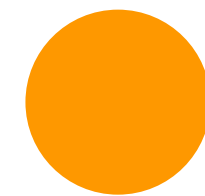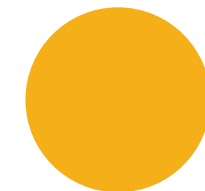
## Lunch & Learn
Let's Chat.

## eLearning
Budgeting in an LMS.

## Coaching
Setting Up Mentor Program

## Interactive Training
Providing Engaging Team Building.

# The Big 5

**Aagreeableness**

1. manifests as behavior that is perceived as kind, sympathetic, cooperative, warm, frank, and considerate.

**Conscientiousness**

2. Being careful or diligent. Conscientiousness implies a desire to do a task well, and to take obligations to others seriously.

**Extroversion**

3. characterized by expressive and outgoing patterns of behavior. People who are extroverts tend to be very talkative, sociable, active, and warm

**Openness to experience**

4. Coachable. Intellectually curious. Adaptable to change in environment and process.

**Neuroticism**

5. the trait disposition to experience negative affects, including anger, anxiety, self-consciousness, irritability, emotional instability

# Better Sight for Bigger Problems



Diverse teams make better decisions up to **87%** of the time.

### Fuel Innovation

Tap into younger generations for ideas related to digitalization and other modern trends. Older generation can share reliable, evergreen strategies and knowledge. All of this makes for a recipe that considers multiple perspectives and different sources of inspiration

### Build a strong talent pipeline

.You get the best of both worlds: Experience and innovation. The older crew has insights into how things are done, while the younger ones can find ways to innovate your processes.

### Improves performance and productivity

Age diversity can help increase productivity for everyone. This is regardless of everyone's tendencies. Having the younger and older generations creates an excellent environment for collaboration.

### Increases Resilience

A diverse workforce can help you generate ideas that can future-proof your company or program. Diversity means your organization gets to tap into varying knowledge and insights. Given the diverse set of expertise and input that you get, your organization can quickly adapt to the times.

### It increases donor support

A more diverse leadership team in companies has higher revenue. If you don't have a diverse workforce, donors might take that as a sign to take their giving elsewhere.

# Where Your Focus Goes...Grows

## Focus on Facts

This is because they may more closely scrutinize each other's actions. They become less entrenched in "group think," which may blind them to key pieces of information.

## Innovation

This is because conformity discourages innovative thinking; diverse perspectives encourage new ways of looking at problems.

## Process Carefully

This is because they are considering perspectives of people who think differently than they do.

# Knowledge Retention

## Inclusion

The secret ingredient to stimulate diverse teams:
nclusion is the catalyst that catapults good decisions into well-executed actions. In fact, <u>one study</u> by Cloverpop found that the most inclusive teams in both decision-making and execution outperformed average teams by 60%.

## Retention

team members need to listen and consider the opinions of others. When it comes to data and analytics, many people will say, "the numbers don't lie," and feel there is only one interpretation of the data. But are you looking at the numbers correctly? Have you considered the reasons for the numbers? Can you dig in further to find root causes?
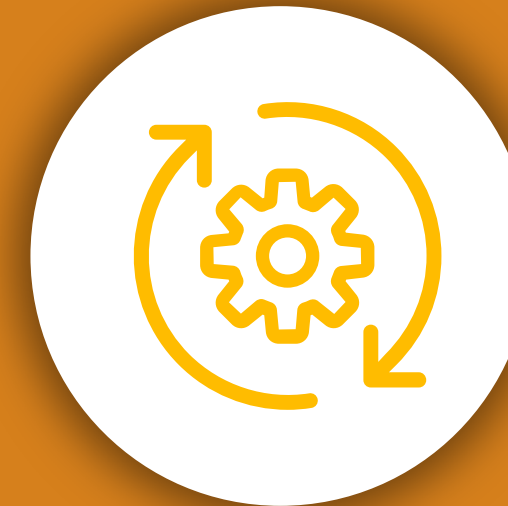
# Group Think Stinks

## Poll the People

A group's desire to conform is stronger than the desire to make well thought-out decisions. Leads to poor decision-making. Group may be afraid to go against the grain and suggest something new.

## Implementation

Rotating management trainees through departments is another way to increase contact. Typically, this kind of *cross-training* allows people to try their hand at various jobs and deepen their understanding of the whole organization.

# Business Impact



### Productivity

Examples

### Quality

Examples

### Advantages

Examples

# Meet Your Best Team

By fostering a culture that celebrates collaboration, keeping the lines of communication open, and tailoring your approach to each individual, you can get ahead of any potential conflicts before they arise and reap all of the benefits of a multigenerational workforce. How amazing is that?



## On Your Board
**Tri-partite**

Strategic Thinking Brings
Diverse Voices



## At The Door
**What do customers see**

Am I less than?



## In Your Building
**Create Engagement**

Mentorship. Cross Training

# Contact Us

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📞 +614-453-1613

✉️ kwilson@impactca.org

🌐 wkayleads.com

📍 LinkedIn\KayWilson