

Managing The Needs Of People By Speaking “Their” Language.

There are four generations represented in the U.S. employee population. Each of these groups of people have developed common views of the world they live in, and this effects their actions and decisions. Understanding this is critical to providing the right kind of management and ultimately developing a successful team. These 4 Generations are referred to as:

Silent (Born 1925-1942) = Adaptive – Hero Parents; Over-protected; caring; open-minded; expert; pluralistic.

Baby Boomers (Born 1943-1960) = Idealist – Silent Parents; Permissive; creative; principled; resolute; visionary.

Gen :X”ers – (Born 1961-1981) = Reactive – Awakening Parents; Under-protected; savvy; practical; perceptive.

Millennial – (Born 1982-2002) = Civic/Hero – Reactive Parents; Tightening protection; selfless; rational; competent.

MANAGING SITUATIONS	<i>SILENT GENERATION</i> (Born 1925-1942).	<i>BABY BOOMERS</i> (Born 1941-1960).	<i>GENERATION “X”</i> (Born 1961-1981).	<i>MILLENIAL GENERATION</i> (Born 1982-2002).
<i>Training of Employees</i>	Welcome and desire proper training – do not see themselves as experts, necessarily, and therefore are willing to learn – will cooperate, but may not comprehend all of the “new” concepts. Slower to learn, but very reliable and faithful – will maintain the course.	Interested in personal acceptance of them, need to know how they are doing, how they are viewed; will learn all necessary information if the relationships are solid. Need personal creativity and expression, but may not be the right moves. High maintenance, usually.	Difficult to train because they maintain personal identity & freedom of expression – at all times, and under all circumstances. Very knowledgeable and savvy, will cooperate with what they see as intelligent. Free speakers, difficult to coerce. Individualistic. Sharp.	Looking for leaders they can both respect and emulate. Personal integrity very important – honest to a fault. Pragmatic and will learn what is required. Will reject nonsense and emotional games. Desire relationships, but not wanting dependency. Want to believe.
<i>Managing Employees in the Workplace</i>	Good employees – hard workers. Faithful to tasks; may find people aspect more uncomfortable. Need policies – will follow procedures, but may falter with new or instinctive decision-making. Like to be part of a team. Usually great peacemakers. Social.	Interested in significance, both personally and professionally. Need a vision, or purpose, even a calling! Looking for identity in work – will sacrifice much for this. Must be managed carefully; very sensitive – can be hurt and can react strongly.	Work to live, not live to work, so private life more important than workplace. Will not sacrifice friends or “off-time” inordinately for work. Want to be a part of a team, but not relationally, creatively; can be stubborn & difficult, but usually brilliant.	Hard workers; faithful and reliable, but still young and impressionable, and may lose sight at times. Looking for a place to belong and be accepted. Will cooperate and love being part of a team, but will retain personal identity and expression as well.

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<i>Managing Conflict in the Workplace</i>	Respect authority and will receive correction, especially of the task, but may find personal comments difficult and unnerving. Desire direction, but not counseling. Like to do job, but not share inner world. Usually calm under pressure – well trained.	Instinctive reaction against authority. May not receive correction for what it is meant – quite suspicious. Personal issues may spill out under duress. Will need time to absorb. Can carry grudges and cause dissension. Everything is “personal.”	Respect the position of authority more than the person behind the position. Use to conflict, so usually will not react explosively. Can be cold and distant – need reasons for actions – if solid, then they’ll accept. Not team players, unless friends off-work.	Like to be a part of a team; see their contributions as significant, so can be hurt with public correction – need privacy. Blunt and direct communicators, so can stir the pot – may need close supervision in social aspects of workplace. Need to mature.
<i>Managing Career Opportunities and Advancements</i>	Desire respect and acceptance, more of their tasks than of themselves. Want advancement, but security more important – need safety. Longevity important – valuable because of skills learned, expertise. Not overly ambitious.	Very ambitious – work is identity and significance, so critical to well-being. Need vision and pathway to achieve potential. Desire freedom to pursue highest goals, but need both personal and professional guidance.	Not overly ambitious – labeled “slackers” by others, but in reality very visionary and creative – entrepreneurial spirit; risk-takers. Desire freedom to “be.” Will find solutions to hard problems. Compensation for “smarts.”	Desire clear, focused, fair, pathway for career advancements. Like things “spelled out.” Like time-frame as well. Expect promotions on time, not necessarily because earned. Pragmatic, competent & reliable – service-minded.

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