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Managing Across Generations

Nan Lambrecht
nlillard@utk.edu

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Managing Multiple Generations in the Workplace

The University of Tennessee College of Veterinary Medicine
Nan Lambrecht, M.A. Organizational Management
Manager, Client Services

Based on

12 Places Where Teams Get Stuck
1. Communication – What is the best way to interact with my coworkers?
2. Decision Making – How do we decide what to do?
3. Dress Code – How casually can I dress?
4. Feedback – How often and in what ways do I want input?
5. Fun at work – How much fun at work is allows?
6. Knowledge transfer – How do we pass on critical knowledge to new employees?
7. Loyalty – When is it okay to move on?
8. Meetings – What should happen in our meetings?
9. Policies – Are policies rules or guidelines?
10. Respect – How do I get others to respect me?
11. Training – How do I learn best?
12. Work Ethic – How many hours are required, and when must I work them?

5 Generations in the Workplace
1. Traditionalists - Builders, Great Generation
2. Baby Boomers – No alternate name
3. Gen Xers – Busters, Lost Generation
4. Millennials – Generation Y, Echo Boomers
5. Cuspers – People who have characteristics of two generations and were born in between those generations

5 Steps for Leading Through Generational Differences
1. Acknowledge: Talk about generational differences.
2. Appreciate: Focus on the “why” not the “what” and the common needs.
3. Flex: Agree on how to accommodate different approaches.
4. Leverage: Maximize the strengths of each generation.
5. Resolve: Determine which options will yield the best results (when flexing isn’t enough).