

Communicating Across Diversity

Share
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SHARE is an independent volunteer-run information technology association that provides **education, professional networking and industry influence.**



Five Generations

- Veterans (1930 – 1945)
- Baby Boomers (1946 – 1964)
- Generation X (1965 – 1976)
- Generation Y (1977 – 1990)
- Millennials (1991 -)

Work Styles

- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- Detailed direction & guidance
- Prefer teams & meetings. Ask for directions
- Independent, resilient, adaptable. Work alone
- Structure, challenges, coaching
- Social networking

YOU'RE DOING GREAT!



✿

- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- No news is good news
- Promotions, pay raise, job titles.
- Immediate continual feedback
- Immediate continual feedback
- Immediate rewards

Work/Life Balance



- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- Hard work is success. Adapt to organization.
- Hard work is success. Adapt to organization
- Challenging work
- Committed to career
- Immediate reward

Conflict



- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- Chain of command
- Team consensus
- Resolve problems immediately
- Use learned conflict management skills
- Still learning

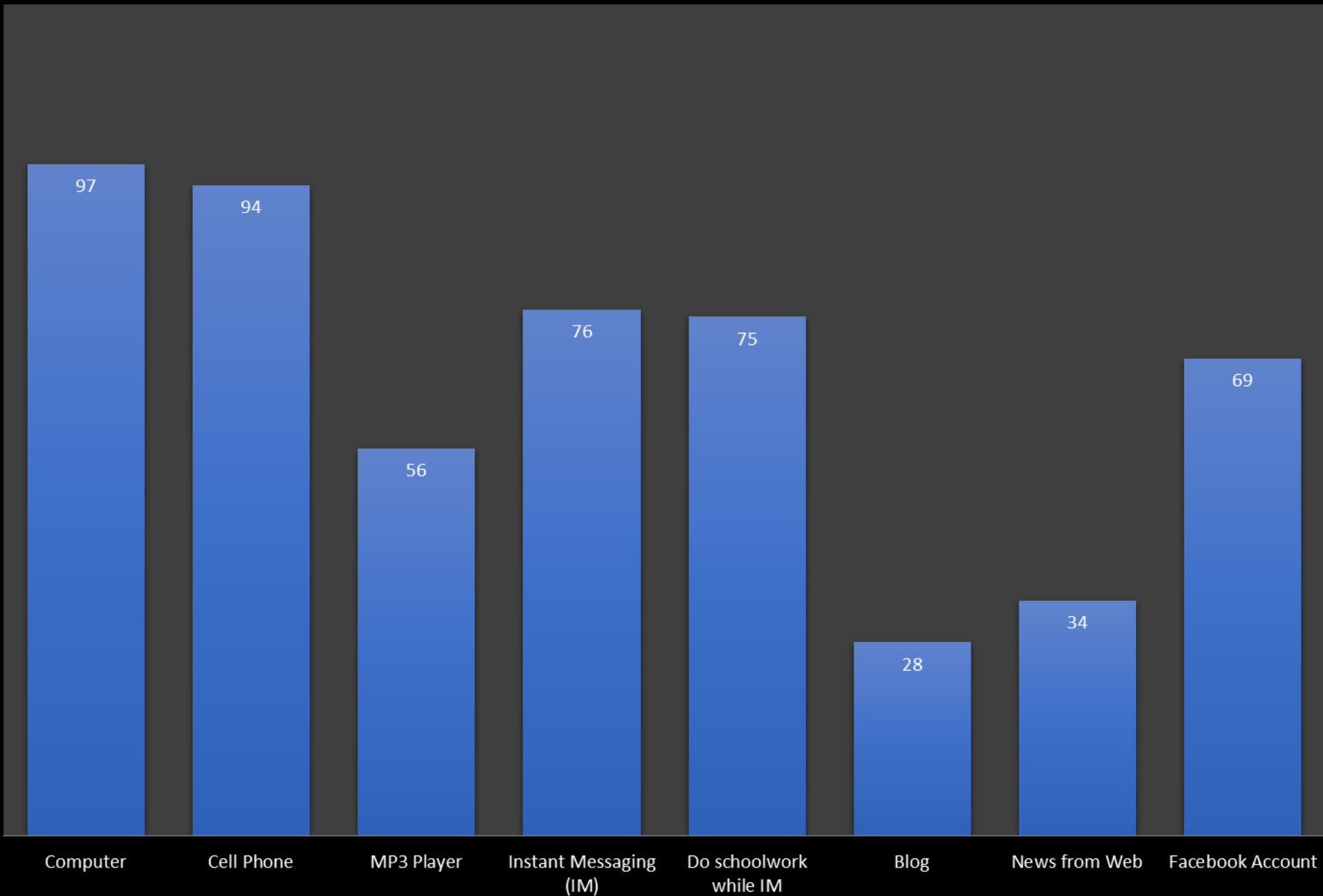
Complete your session evaluations online at www.SHARE.org/Orlando-Eval

Communication Style

- Veteran
 - Baby Boomer
 - Generation X
 - Generation Y
 - Millennials
- Formality – memo, conversation, phone
 - Personal contact, email, voice mail
 - Instant message, email
 - Cell phone, texting, social networking
 - Social networking, texting, Smartphone



Net Generation





Diverse Communication

- Match formality to the culture
- Use multiple communication avenues
- Individualize your approach
- Understand value differences
- Be aware of motivating factors



Diverse Communication

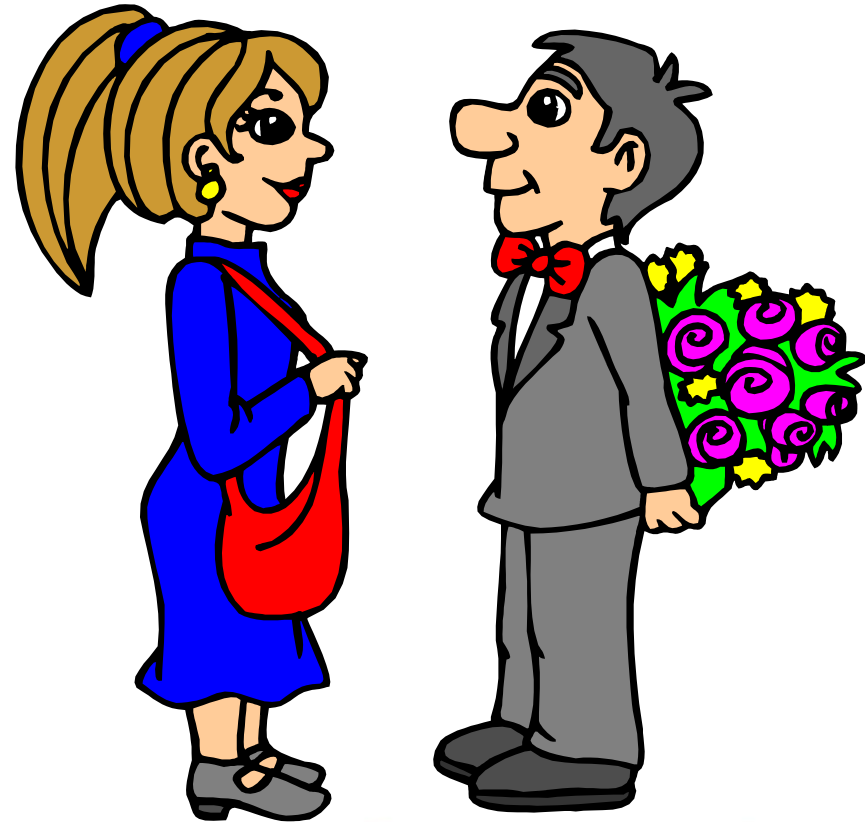
- Ask, Don't Assume
- Be Willing To Learn
- Be Willing To Teach
- Acknowledge the differences
- Don't take it personally



Complete your session evaluations online at www.SHARE.org/Orlando-Eval

Men and women are different!

- Physically
- Mentally
- Emotionally
- Problem solving
- Communication



Ever Wonder Why?

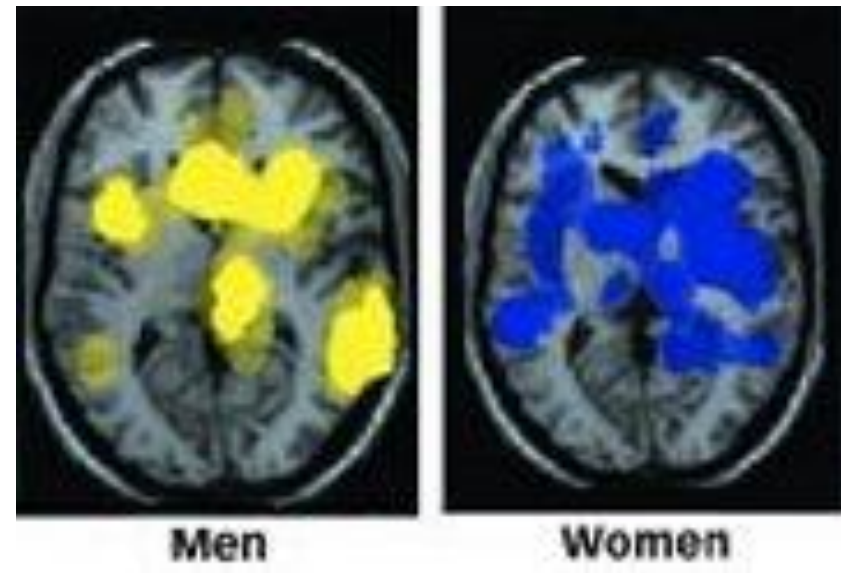
- She prefers
 - Spa Days
 - Girl talk
 - Finger sandwiches
 - Fuchsia
- He prefers
 - Football
 - Hunting
 - Steaks
 - What's fuchsia?

Zits by Jerry Scott and Jim Borgman



Men and women are different!

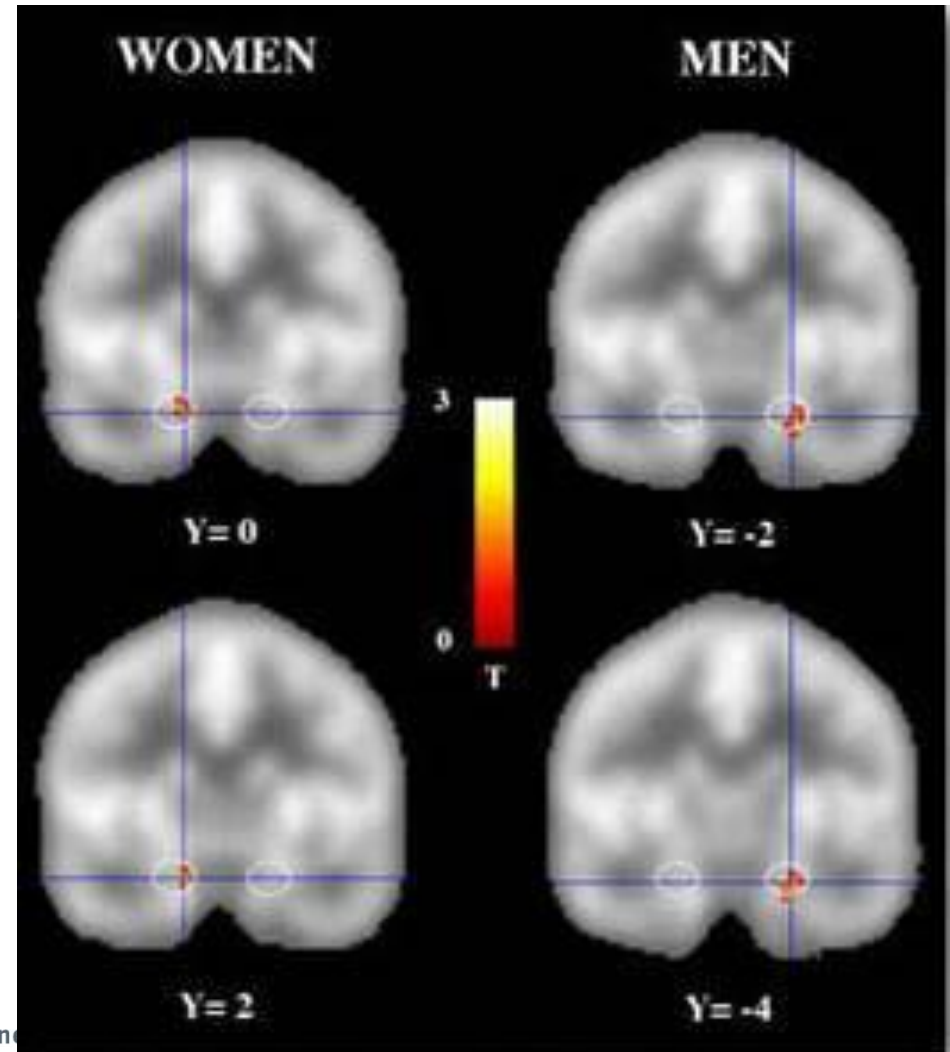
- Physically
 - Hormones
 - Brains
 - Amygdala
 - Hippocampus
 - Cingulate gyrus
 - Neural Pathways
 - Corpus Callosum
 - Cerebral Cortex
 - Brain Stem



Men and women are different!

Mentally

- Brain Chemicals
 - Vasopressin
 - Oxytocin
 - Serotonin
- Spatials
- Verbals



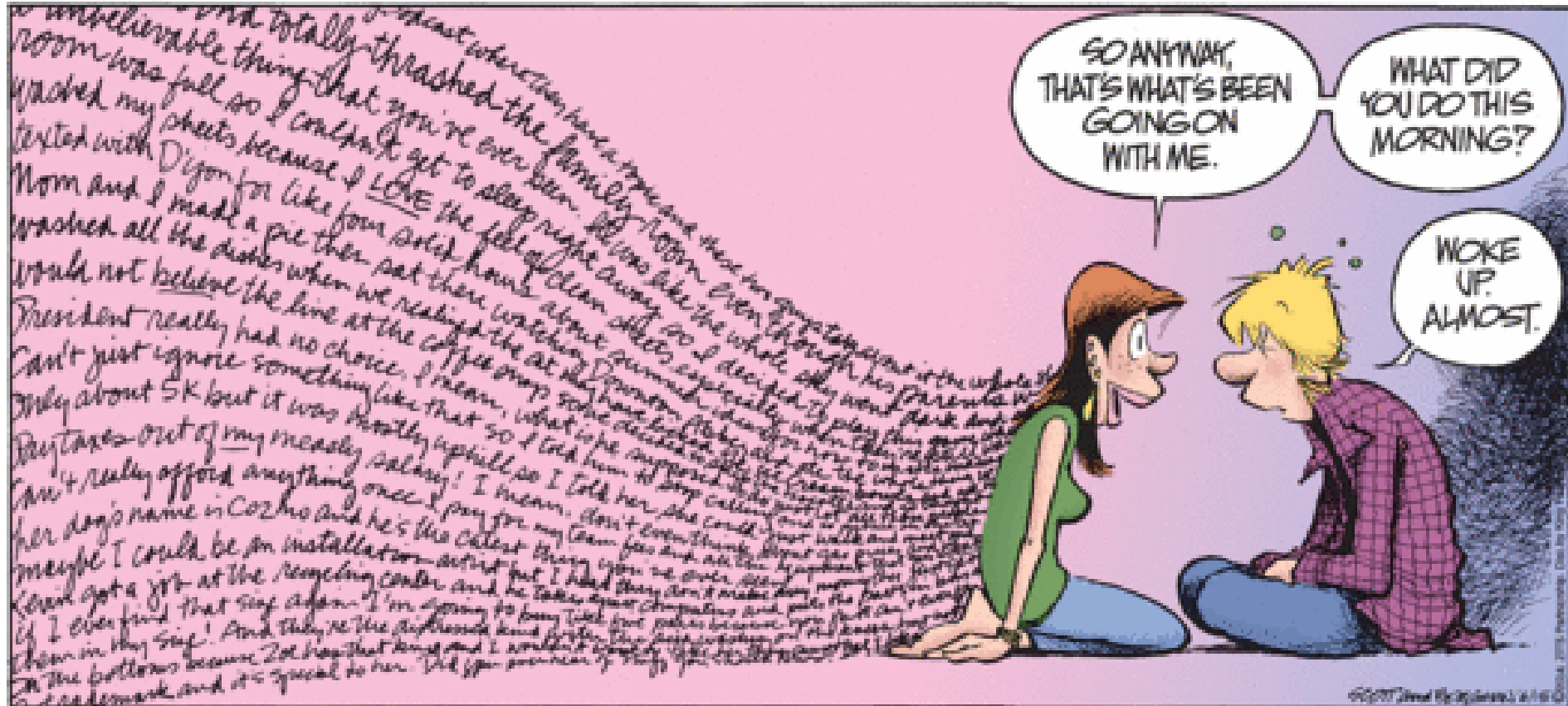
Men and women are different!

- Communication
 - Women talk
 - To resolve problems
 - About feelings
 - To bond
 - To feel good
 - About people
 - Men talk
 - About practical matters
 - About things
 - Sports, jokes, women
 - Men prefer to act.



ZITS

BY JERRY SCOTT AND JIM BORGMAN



Different Approaches

- Women
 - Nurture
 - Teach
 - Discipline
- Men
 - Teach
 - Nurture
 - Discipline



Differences

- Men thrive on competing and achieving.



- Women thrive on harmony and relating.



Differences

- Men talk to give information or report.
- Women talk to collect information or gain rapport.



Helpful info

- Disagreement
 - Women - affects relationship
 - Men – can move to other issues
- Getting things done
 - Women – build relationships
 - Men – relationships form thru working on tasks
- Meetings
 - Women – nod to show attention
 - Men – nod to show agreement

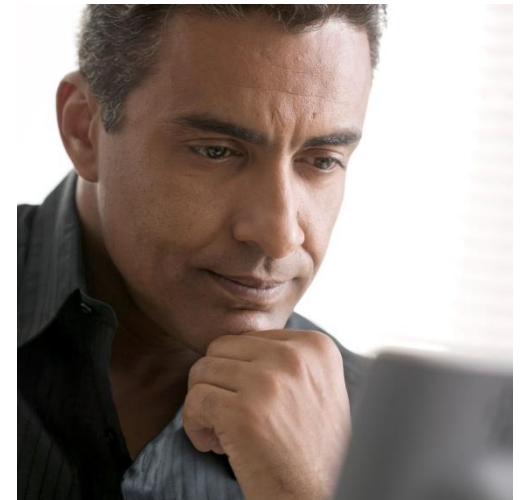
Women to men

- Use 'voice male'
 - Use report speak
 - Bottom line first
 - Resist the context
 - Avoid HINT language
 - Use I want/ I need
- Encourage questions
- Not when upset



Men to women

- Use voice-female
 - Increase historical detail
 - More background
 - Use ‘rapport speak’
 - More questions
 - Move slowly to the bottom line
- Eye Contact
- Admire her talent, not her attributes
- Non verbal emphasis



Men are from earth.

Women are from earth.

Deal with it !

