Five Generations

- Veterans (1930 – 1945)
- Baby Boomers (1946 – 1964)
- Generation X (1965 – 1976)
- 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

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• 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

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Conflict

- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials

- Chain of command
- Team consensus
- Resolve problems immediately
- Use learned conflict management skills
- Still learning
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
NUMBER?

POUND SIGN.

HASHTAG!
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

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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?
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.

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unbelievable thing that you've ever seen. I'm washed my sheets because I LOVE the feel of clean sheets. I put them all away, washed all the dishes when we real
ZITS

BY JERRY SCOTT AND JIM BORGMAN

Entrance. Mom and I made a pie then sat there about 45 minutes. Mom would not believe the time. We are not what

President really had no choice. I mean, I don't just ignore something like that. So I tried to explain to him. I was

Woke up. Almost.

so anyway, that's what's been going on with me.

What did you do this morning?
Different Approaches

- Women
  - Nurture
  - Teach
  - Discipline

- Men
  - Teach
  - Nurture
  - Discipline
Differences

- Men thrive on competing and achieving.
- Women thrive on harmony and relating.

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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!