# Success Series Webinars

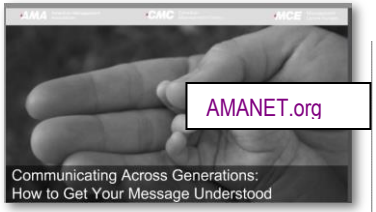
## COMMUNICATING ACROSS CULTURES

**A Production of the CPTP Team**

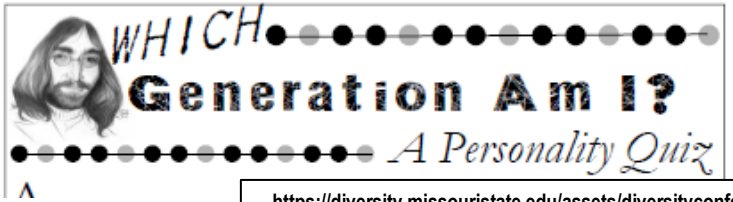
*Next Third Thursday Webinar:*
**AUGUST 17, 2017 * Communicating Across Cultures**

Check the CPTP YouTube Channel for any of the webinars you missed or that you'd like to review at https://goo.gl/iS0iJP

*Useful sites on this month's topic:*



ReliablePlant.com




https://diversity.missouristate.edu/assets/diversityconference/Generational_Personality_Quiz_Handout.pdf

# Success Series Webinars

## COMMUNICATING ACROSS GENERATIONS

### What's Your Generation?

| | |
|---|---|
| Traditionalist | 1925-1945 |
| Boomer | 1946-1964 |
| Gen X | 1965-1981 |
| Millennial | 1982-1994 |
| Gen Z | 1995-2012 |

The starting and ending years may vary depending upon the source, but the basic influences, such as events, media, lifestyles, and technology are what are considered to define the generation.

There are also those who fall in the beginning and ending years of generations, known as Cuspers, who might lean toward either generation's traits.

Those are just a few of factors that can affect our outlook and what generation we most closely identify with. Of course, we also need to realize that experiences, geography, and personality are a part of a person's makeup too.

So, what does all this mean? It means that generations are a great tool to learn more about others. But they're not meant to stereotype or label people. They're a starting place, not a lazy alternative to taking the time and energy to get to know individuals.

What generations are represented on your team? Find out today. And don't stop there. Find out more about their likes and dislikes and you're on your way to creating a stronger team.

REMEMBER: These points are not true about everyone from a generation, but instead are starting points for a discussion with others.

- ❑ Review the lists from all generations to see which ones reflect your thoughts and ideas. These are things you have in common with others!
- ❑ Survey team members to discover which of these match their likes, dislikes, and preferred communication methods. Make notes for future discussions.
- ❑ Take the time to discover ways to "cross-mentor" with other generations. For example:
  Older generations help younger ones on organizational process and social skills. Younger generations help older ones with technology and adaptability skills.

## TRADITIONALISTS

- ❑ We enjoy traditional formats for learning.
- ❑ We like to keep work and life separate.
- ❑ We appreciate the professionalism of a formal letter.
- ❑ We have a strongly developed work ethic.
- ❑ We are loyal to the organization.
- ❑ We prefer direct leaders.
- ❑ We respond to a clear chain of command.
- ❑ We believe that reputation is important.
- ❑ We do not always adapt well to change.

Thanks to Barbara Reilly, our lone Traditionalist representative, who shared these concerns of Traditionalists:

- Lack of common courtesy.
- Impatience with non-techno savvy folks (like me).
- Folks not speaking loud enough (yes, I have had my hearing checked).

## BOOMERS

- ❑ We have a strong work ethic.
- ❑ We need help with work/life balance.
- ❑ We feel that changing jobs puts you behind.
- ❑ We like to get agreement from the team on decisions.
- ❑ We want appreciation and recognition.
- ❑ We prefer face-to-face or phone communication.
- ❑ We are customer service oriented.
- ❑ We want opportunities for personal growth.
- ❑ We desire quality over quantity.
- ❑ We are concerned about the younger generations.

## GENERATION X

- ❑ We tend to be skeptical.
- ❑ We prefer an informal workplace.
- ❑ We are practical and adaptable.
- ❑ We are loyal to our careers.
- ❑ We like to work independently.
- ❑ We feel that changing jobs is necessary.
- ❑ We need more balance in our lives.
- ❑ We tend to tell it like it is.
- ❑ We prefer text messages or email communication.
- ❑ We don't mind going against the system.

## MILLENNIALS

- ❑ We tend to be realistic.
- ❑ We are confident and competitive.
- ❑ We value diversity in the workplace.
- ❑ We feel that changing jobs is a usual routine.
- ❑ We want workplace flexibility.
- ❑ We feel that money is a big motivator.
- ❑ We would like to be allowed to work independently.
- ❑ We're not comfortable with conflict.
- ❑ We prefer a text or social media for communication.
- ❑ We want to know we're making a difference.

## GENERATION Z

- ❑ We are tech savvy and globally connected.
- ❑ We are flexible.
- ❑ We are culturally sensitive.
- ❑ We feel loyal to our employers.
- ❑ We can train ourselves.
- ❑ We are motivated by opportunity for advancement.
- ❑ We need to know why our work matters.
- ❑ We prefer technology for communication.
- ❑ We are concerned about stress.
- ❑ We are service-oriented.

**OUTSTANDING QUOTES FROM THE WEBINAR:**

*ON WORKING WITH DIFFERENT GENERATIONS:*

I think grace and understanding goes a long way. Just because someone does not think the way you do, you can still work effectively with them! You just have to work harder to understand them. - *Kristina Kleinpeter*

*ON RECOGNIZING THE CHALLENGES WE MIGHT PRESENT TO OTHER GENERATIONS:*

We could be a challenge because we often see ourselves as the EXPERTS with the right answers. –*Yvette Alexis*

*ON BRINGING IT ALL DOWN TO A SIMPLE SENTENCE:*

Communicating and working together as a team to help the world be a better place. – *Linda Roberson*