

Influencing a Multi-Generational Workforce



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Success for Hire*
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4 Generations in the Workforce

Gen X (1964-79)

Baby Boomers (1945-63)



Millennials (1980-95)

Traditionalists (Before 1945)

Boomer/X-er **Gripes**



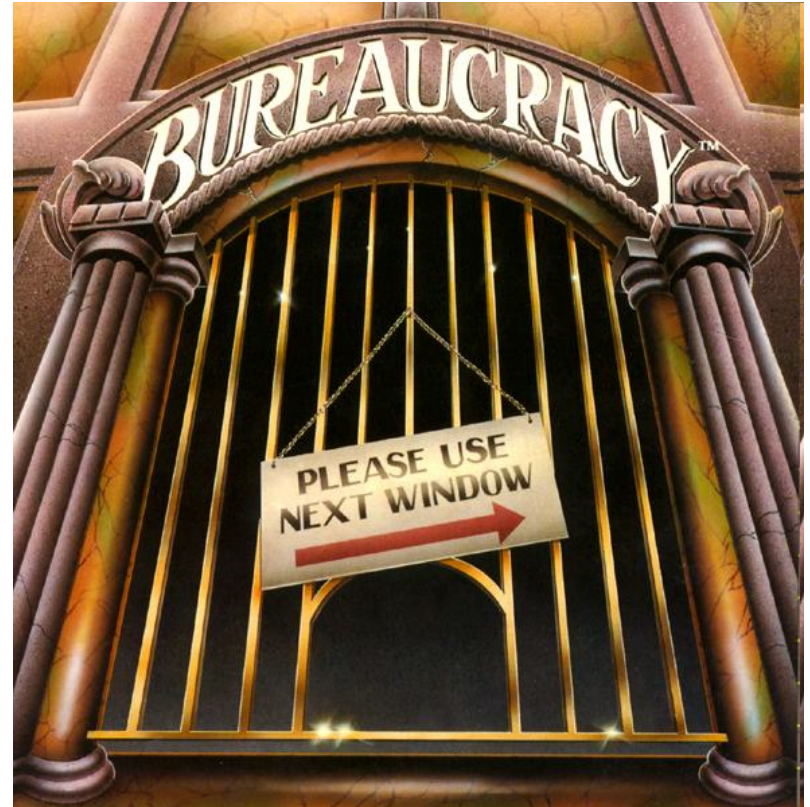
Millennials have:

- A sense of entitlement
- Belief that they can run the company right away
- Overinvolved parents
- Unprofessional appearance and conduct
- Brazen communication style

Millennial Gripes

Boomers and X-ers have:

- Desire to preserve status quo
- Desire to hold them back
- Sporadic communication
- Inefficient processes
- Inflexible environment



Solutions for Boomers/X-ers



- Get them started on the right foot
- Help them network
- Encourage constant learning
- Be flexible in customizing schedules and assignments
- Provide frequent and constructive feedback

Role Play!



It is 25 year-old Rob's first day at 37 year-old Miranda company. When Rob comes into Miranda's office after orientation, Miranda is working on a client presentation due tomorrow. What conversation ensues?

Solutions for Millennials

- Focus on acquiring transferable skills
- Take initiative by making one small contribution at a time
- Take charge of your own career path
- Make your boss look good



Role Play!

Suzanne, 27, thinks the way documents are created at her company is totally inefficient. He arrives to talk to Jeff, 51, who is in charge of templates, about some ideas she has. What conversation ensues?





Surprise:
We're all
human. Most
influence
tactics work
just as well
with a 25-
year-old as a
65-year old.

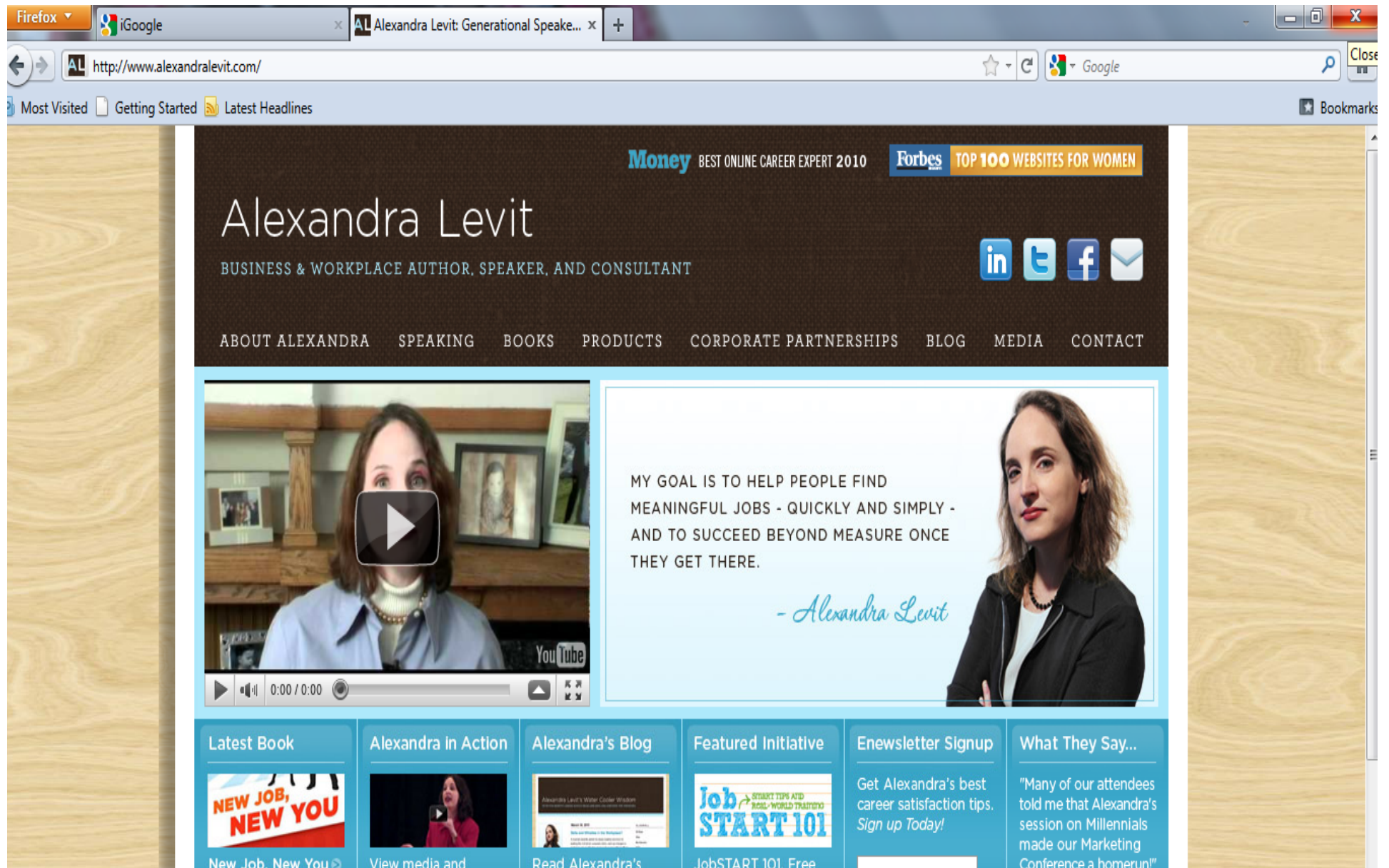




**Cross-gen
influence
strategy: Be
interested and
assertive.**

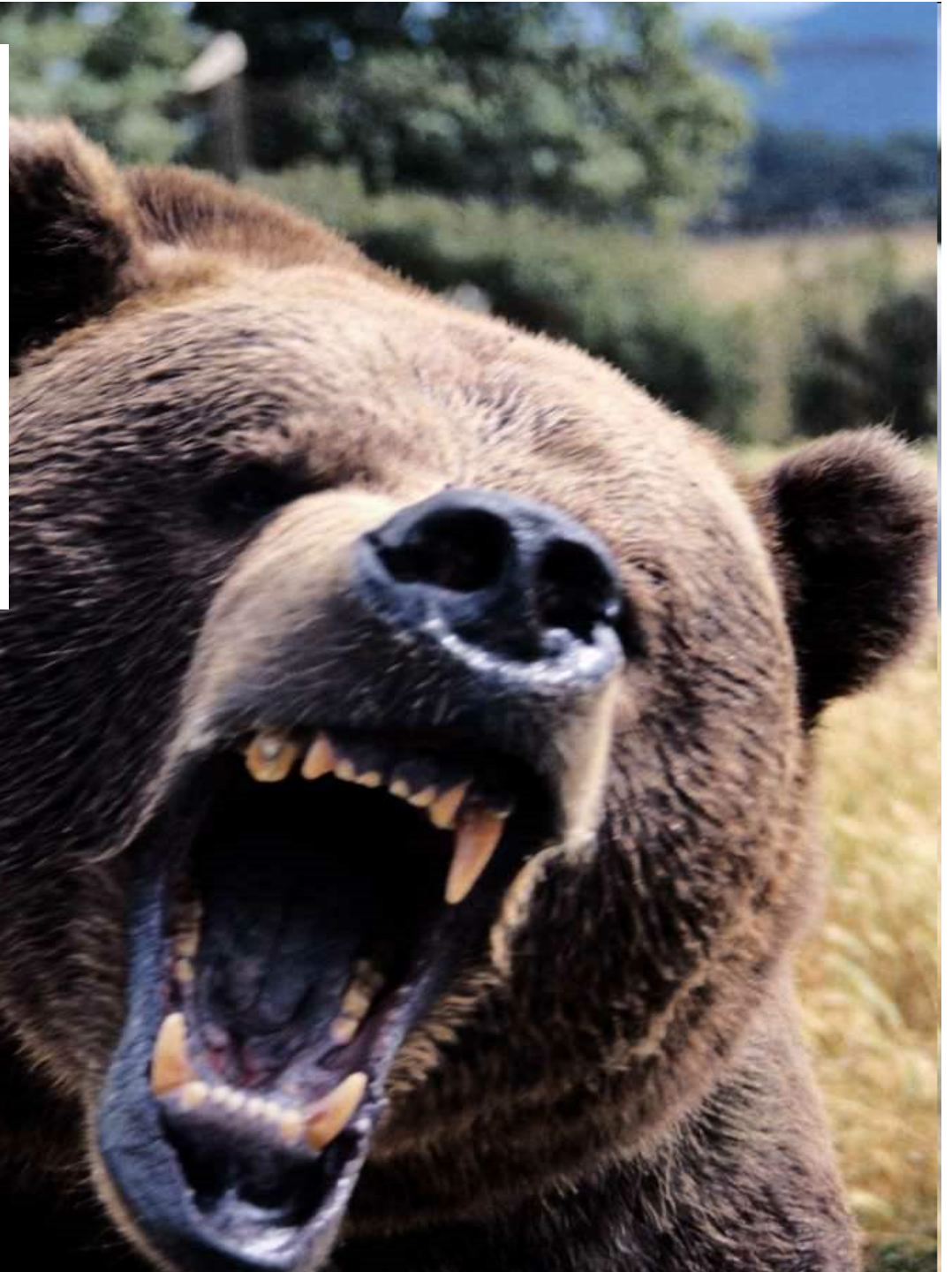
**Cross-gen influence
strategy: Engage in
knowledge sharing
with passion.**





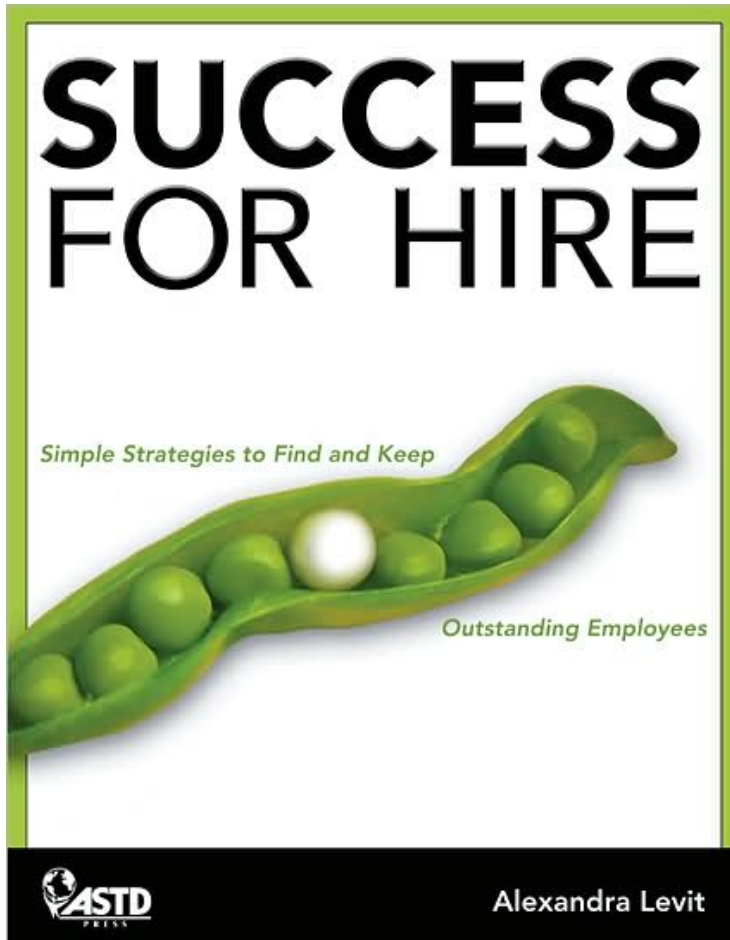
Cross-gen influence strategy: Build your ebrand.

**Cross-gen
influence
strategy: don't
let your
emotions run
amuck.**



Action Plan: What are three things you can do to positively influence your teammates and partners?





Thank You!

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