

Welcome

The Downs Industry Schools Co-Op (DISCO)



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Working with Cross Generational Teams

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What is DISCO?

(Downs Industry Schools Co-Op Inc)

- Commenced in 1997
- Provide support to young people both in and out of the schooling system
- Work with business, government & the community on issues related to youth
- Not-for-Profit & governed by local industry & educational representatives
- Currently has offices in Gatton, Toowoomba and Dalby
- Work with around 4,000 young people annually in various ways
- Employs youth workers, psychologists, social workers & career practitioners

Mission Statement:

'Partnering Schools, Linking with Business, Supporting Youth'

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Exactly who or what are the Generations?

People born before 1946 were called **The Traditionals**, the **Silent** or **Powerful Generation** or **Builders**

People born between 1946 and 1964 are called **The Baby Boomers**

People born between 1965 and 1979 are called **Generation X**

People born between 1980 and 2000 are called **Millennials** or **Generation Y**

And people born after 2000 are called **The New Silent Generation** or **Generation Z**



Why do we call the last two groups Generation Y & Z?

Y *should I get a job ?*

Y *should I leave home and find my own place ?*

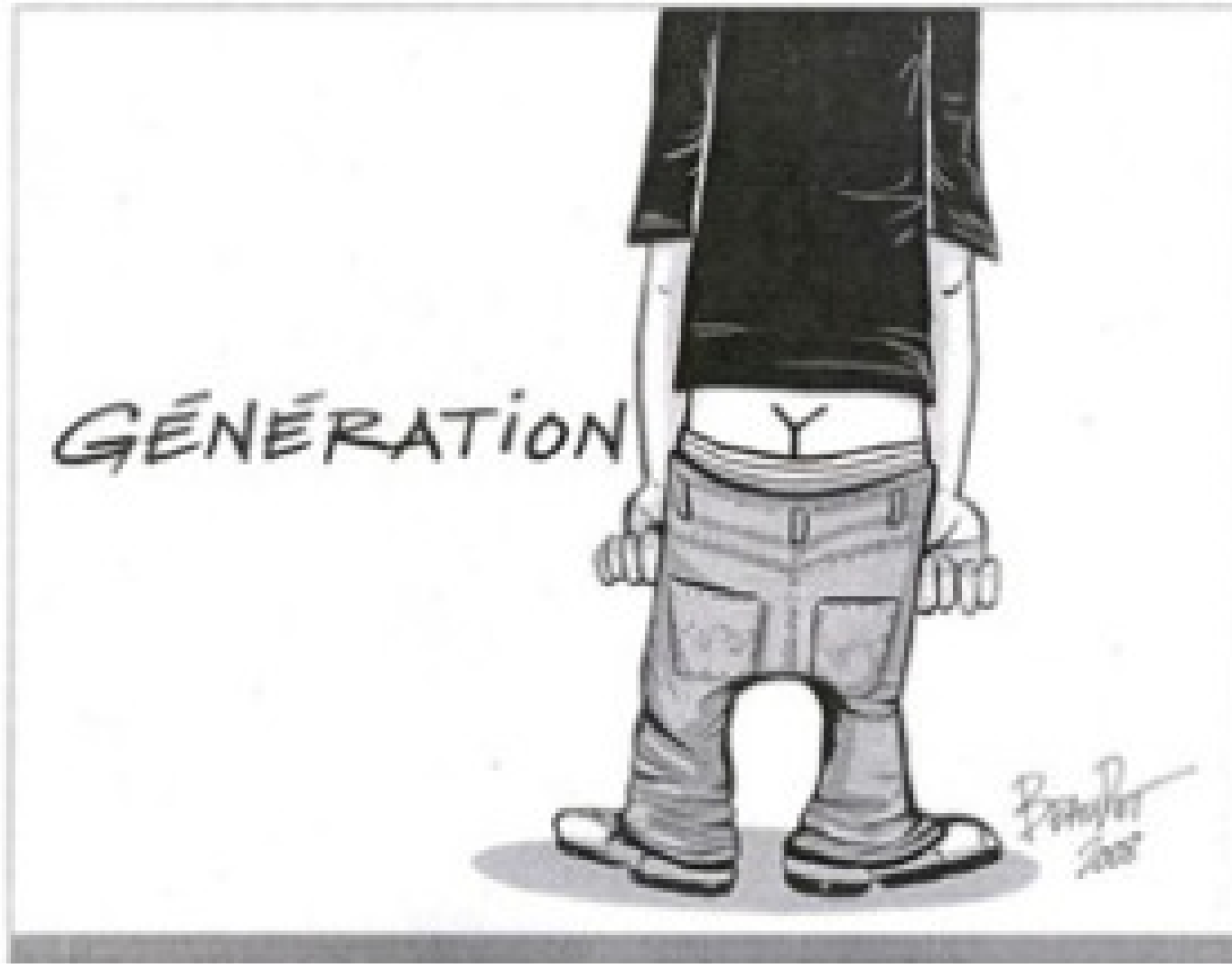
Y *should I get a car when I can borrow yours ?*

Y *should I clean my room ?*

Y *should I wash and iron my own clothes ?*

Y *should I buy any food ?*





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Why do we call the last two groups Generation Y & Z? (Cont)

The Z Generation is:

- 1) *More Pragmatic & Cautious*
- 2) *More Money Conscious*
- 3) *More 'In Your Face'*
- 4) *More Global*
- 5) *Less Educated than Gen Y*
- 6) *More Individualistic*
- 7) *More Tech Dependant*
- 8) *Less Parented*
- 9) *More Disruptive*
- 10) *More Entrepreneurial*



These eight tips will help you manage and retain Generation Y & Z in your workplace:

1. **Gen Y's & Z's are motivated by job fulfilment.** Unlike other generations – who were simply happy with getting the job done, the younger generation need to feel like they are making a difference and that their contribution in the workplace is meaningful.
2. **Consistent feedback and positive affirmation is the key** to their productivity; if they feel like they are being recognised for their work, they will work harder.
3. **They need to know their skill set and their areas of incompetency.** Management must give it to them straight by identifying areas that they're good at and where they need to improve. Don't forget to back this up with training too.
4. **Managing Gen Y & Z is a constant balance;** they demand freedom and power in the decision making process, but the trick is to allow them some, but not complete, control. All employees need structure, boundaries and consequences and Gen Y and Z are no exception.



These eight tips will help you manage and retain Generation Y & Z in your workplace (cont)

- 5. A great tip is to teach Gen Y & Z the business hierarchy.** Thirty years ago employees came in to the workforce with an inherent understanding of the internal food chain of business. Now, this has to be demonstrated in detail & taught to be respected.
- 6. It is best to make sure you spend time communicating with Gen Y & Z online.** In addition to having conversations, always follow up with an email outlining the expectations stemming from the meeting. This keeps the employee accountable.
- 7. Gen Y & Z was born in the era of technology & need constant stimulation.** Keep their minds buzzing with a constant workflow; don't let leave them to sit around and seek out projects. Conduct brainstorming sessions where they are encouraged to submit their ideas and make it clear that their creativity and innovation will be rewarded.
- 8. Remember that you're the boss.** While you need to be flexible, your work must remain objective-based and goal-oriented and your employees need to come to the table. Don't be intimidated by these up & coming generations.



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How to resolve intergenerational conflicts -

How do you work with or manage the different generational group?

- 1. Understand work styles.** Traditionals and baby boomers don't like to be micromanaged, while Gen Y & Z crave specific, detailed instructions about how to do things and are used to hovering authorities.
- 2. Consider generational values.** Each generation is protecting a distinct set of values, and conflict may threaten these values. For example, baby boomers value teamwork, cooperation, and buy-in, while Gen X'ers prefer to make a unilateral decision and move on — preferably solo.
- 3. Share perceptions.** When employees of two or more generations are involved in a workplace conflict, they can learn a great deal by sharing their perceptions. A traditional may find the lack of formality and manners of a Gen Y & Z offensive, while they may feel “dissed” when this older employee fails to respect his or her opinions and input.



How to resolve intergenerational conflicts -

How do you work with or manage the different generational group? (cont)

- 4. Find a generationally appropriate fix.** You can't change people's life experiences but you can work with the set of workplace attitudes and expectations that result. If there is a knowledgeable boomer who is frustrated by the lack of experience of a Gen Y or Z coupled with his or her sense of entitlement, turn the boomer into a mentor.
- 5. Find commonality.** Traditionals and Gen Y/Z employees tend to value security and stability. Traditionals and boomers resist change. But both crave training and development. Gen X, Y & Z employees place a high value on workplace flexibility and work-life balance. Boomers are most comfortable with diversity and alternative lifestyles. Gen Y and Z are technologically adept and committed to socially responsible policies.
- 6. Learn from each other.** Each generation has valuable lessons to teach the next. Traditionals and boomers have a wealth of knowledge and the tricks of the trade that younger workers need. Generation X employees are widely known for their fairness and mediation abilities. Generation Y & Z workers are technology wizards and hold clues to future workplace marketing and business trends.



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Thank you!

For more information about any DISCO services you can contact the staff at DISCO on

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