**67th Annual FPCA Summer Training Conference & Exposition**

*Managing and Motivating Millennials & Generation Z in the Workplace*

*Supervisors Managers Leaders*

Florida Police Chiefs Association est. 1952

**Saddlebrook Resort Wesley Chapel**

**Chief David Perry**

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Leadership, Management & Employee Training

Understanding and Managing Generational Differences in the Workplace

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**How Do Leaders Managing Multiple Generations in the Workplace?**

**Is this an important topic?**

**Do we receive adequate training on this topic?**

**How Do Employees Work Together with Multiple Generations in the Workplace?**

## Focusing on Millennials & Generation Z



## Course Summary

**Generational differences** between yourself, those you lead, and those you report to are an increasingly important aspect of supervision in the workplace. The distinct approaches of different generational mindsets can also play out in relationships. "For the first time, we're seeing four soon to be five, distinct generations working side by side in the workplace. Each generation comes with its own values, approaches, attitudes and work ethics, creating a unique challenge for managers and employees alike.

**Are you ready for supervising the next generation?** Do you understand how to relate to those generations above you in the agency hierarchy? In this training we will explore differences between the four workforce generations and how to build bridges between them to create a productive work team.

## Objectives

Participants will explore the differences between the four workforce generations in the workplace - Veterans, Baby Boomers, Generation X and Generation Y - and how to build bridges between them. They will identify key periods in history with specific generations. They will learn strategies to connect with all employees to improve productivity within their organization.

1. List the four generations in today's workplace.
2. Identify participant's own generational identity.
3. Identify characteristics of the different generations involved in work.
4. Describe the impact of historical, economic, and sociological events on a generation's attitudes, including their attitude towards work.
5. Describe the impact employee attitudes have on productivity and supervision.
6. Identify the different motivations between the generations at work.
7. List strategies to increase productivity of employees that work for you.
8. Describe techniques to manage conflicts between generations.
9. Develop strategies for supervising a multigenerational staff
10. Describe different conflict management styles to improve your overall supervisory effectiveness.
11. Describe effective strategies for decreasing the gap between each generation at work.

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# FPCA2019

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**Always Follow Directions….**

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Boomers, Xers, Yers and Old Folks

# Understanding Generational Differences in the Workplace….

Written, Produced and Directed by Wade Bailey, ESQ. Used with Permission.

## Information is Power…

This presentation is in essence a book report from ***Boomers, Xers, and Other Strangers***, by Dr. Rick and Kathy Hicks

Plus additional information from ***Connecting Generations*** by Claire Raines

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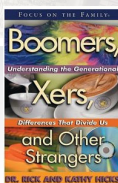
## Other Books to Read…
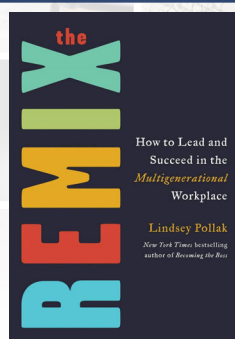
***Managing Generation X***
by Bruce Tulgan

***Managing Generation Y***
by Carolyn Martin and Bruce Tulgan

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## My **Newest** Resource

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There are 4.5 Generations in the Workplace for the first time in history!
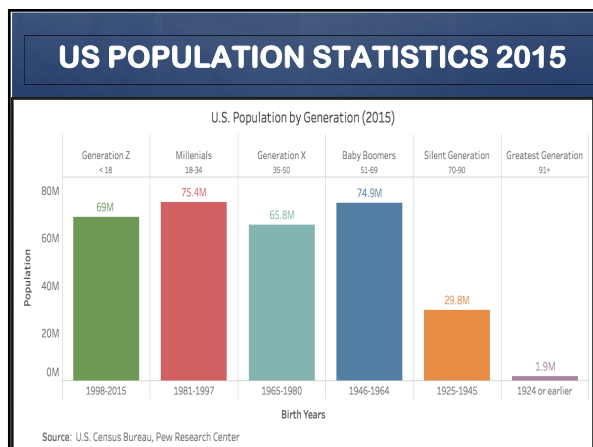
What Comes To Mind About Millennials

MILLENNIALS

Describe Millennials in ONE Word

Start the presentation to see live content. Still no live content? Install the app or get help at PollEv.com/app
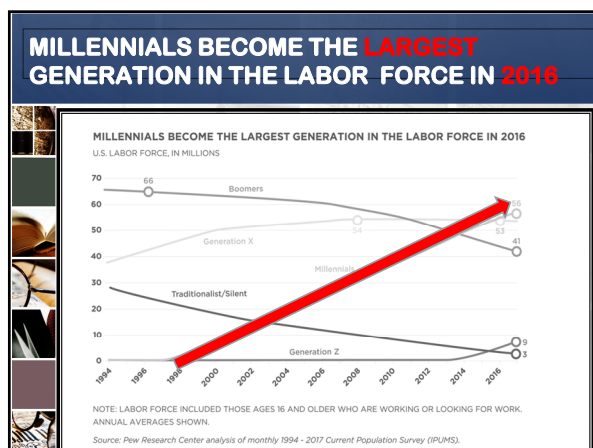
## Generations & Characteristics

The Generational Sorting Hat: An Overview of Generations in the United States

| GENERATION | BORN | U.S. BIRTHS | COMMONLY CITED CHARACTERISTICS |
|---|---|---|---|
| Traditionalists | 1928–1945 | 47 million | Loyal, cautious, formal, proud |
| Baby Boomers | 1946–1964 | 76 million | Self-focused, competitive, optimistic, "forever young" mentality |
| Generation X | 1965–1980 | 55 million | Independent, cautious, skeptical, tech pioneers |
| Millennials | 1981–1996 | 62 million | Self-expressive, group oriented, purpose-driven, tech dependent |
| Generation Z | 1997–to be determined | to be determined | Cautious, technologically advanced, diverse |

## US POPULATION STATISTICS 2015

U.S. Population by Generation (2015)

| Generation Z < 18 | Millenials 18-34 | Generation X 35-50 | Baby Boomers 51-69 | Silent Generation 70-90 | Greatest Generation 91+ |
|---|---|---|---|---|---|
| 69M | 75.4M | 65.8M | 74.9M | 29.8M | 1.9M |
| 1998-2015 | 1981-1997 | 1965-1980 | 1946-1964 | 1925-1945 | 1924 or earlier |

Source: U.S. Census Bureau, Pew Research Center

## MILLENNIALS BECOME THE LARGEST GENERATION IN THE LABOR FORCE IN 2016

MILLENNIALS BECOME THE LARGEST GENERATION IN THE LABOR FORCE IN 2016
U.S. LABOR FORCE, IN MILLIONS

Boomers
Generation X
Millennials
Traditionalist/Silent
Generation Z

NOTE: LABOR FORCE INCLUDED THOSE AGES 16 AND OLDER WHO ARE WORKING OR LOOKING FOR WORK. ANNUAL AVERAGES SHOWN.
Source: Pew Research Center analysis of monthly 1994 - 2017 Current Population Survey (IPUMS).

## Millennials and Gen Z

### Millennials

Pew Research Center reports and data on the Millennial generation, those born after 1980 and the first generation to come of age in the new millennium.

GENERATION AGE IN 2019

Born 1997-

Born 1981-96

Born 1965-80

Born 1946-64

Born 1928-45

**Generation Z**
ages 22 & under*

**Millennials**
ages 23-38

**Generation X**
ages 39-54

**Boomers**
ages 55-73

**Silent**
ages 74-91

1920    1940    1960    1980    2000    2020

*No chronological endpoint has been set for this group. Generation Z age ranges vary by analysis.

PEW RESEARCH CENTER

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## Four **Main** Generation Groups

**Traditionalist** born before 1946,

**Baby Boomers** born between 1946 and 1964,

**Generation X** born between 1965 and 1980, and

**Generation Y** born between 1981 and 1996

**Identify Your Generation**

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## The Four Generations

**Identify Your Generation**

## Name Your Generations Asset

**FPCA Members and Leaders**

**What do you believe is the most important asset that _your_ generation brings to the work force?**

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**What is the most important asset a VETERAN brings to the workplace?**

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**What is the most important Asset a BABY BOOMER brings to the workplace?**

experience
dedicated
committed patient ethic wisdom
hardworking work

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**What is the most important Asset a Generation X'er Brings to the workplace?**

Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

**What is the most important Asset a Millennial brings to the workplace?**

Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

Generations Over Time….WOW…..

1964

## Who are we really worried about?

THE CHRONICLE OF HIGHER EDUCATION

The New Generation of EMPLOYEES

How colleges can recruit, teach, and serve adult students

| Concerns from Higher Ed | | Concerns from Employers |
|---|---|---|
| Recruiting | | Recruiting |
| Motivation | | Motivation |
| Retention | | Retention |
| Overall Success and Productivity | | Overall Success and Productivity |

## Managing and Motivating Generations in the Workplace

**Why as a manager and leader should you want to know more about managing generations of employees?**

RESOURCES EDUCATIONAL

## FSU Police Department

POLICE FLORIDA STATE UNIVERSITY VIRES·ARTES·MORES 1857

**Total Number of Employees: 342**
**78 Sworn / 264 Civilians**

| The Youngest | The Oldest |
|---|---|
| **24** | **65** |
| **Born 1997** | **Born 1954** |
| Dispatcher | Sr. Security Officer |

Do you manage these employees the same

Do they learn new technology the same?

Are these employees **MOTIVATED** by the same things?

## Lets Discuss the Millennials

### Characteristics/Descriptions of This Generation

*Millennial's Rising:  The Next Great Generation* by Howe and Strauss (2000)

Born 1982 – 2000

\* **"largest, most cared-for child generation in American History"**

**(Agree or Disagree)**

\* **1 of 4 have at least one parent with a college degree**

## Characteristics/Descriptions of The Millennial Generation

☐ *Generation Me:  Why Today's Young Americans Are More Confident, Assertive, Entitled – and More Miserable Than Ever Before* by Twenge (2006)

\* **"…the gap between what they have and what they want has never been greater"**

\* **Have been told to place their own needs first and focus on feeling good about themselves.**

\* **Been told they can be anything they want to be but encounter "Adulthood Shock" (the real world)**
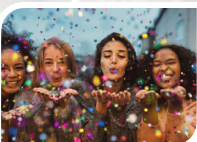
## Millennial & Z **FACTS**

Millennials want what all generations of workers have **always wanted**, but they now have the tools and the **confidence** to ask for these things **earlier in their careers**, and they no longer feel a stigma about leaving organizations that don't provide them.

**65 percent** of Traditionalists were **married** by age **32**, compared to **26** percent of Millennials.

**48 percent of Gen Z Americans identify as racial or ethnic minorities today,** compared to **18 percent of Baby Boomers at the same age.**

**9 percent** of Traditionalist women had completed at least four years of college by age 36. By the same age, **36 percent** of Millennial women have.

For the first time in more than 130 years, Americans ages **18 to 34 are more likely to live with their parents** than in any other living situation.

## Two Generations = It's About Me…..

The Age of Anxiety, Depression and Loneliness
A Generation Stressed…..



## Generation Y …..



## How This Affects Our Work…
### (What We Must Understand About Millennials)

- ❑ Frank and do not think twice about sharing sensitive information
- ❑ Desire direct communication
- ❑ Learn best by doing
- ❑ Flexible in dealing with diversity
- ❑ **Do not take criticism well (why)**
- ❑ Ambitious
- ❑ Seek good career path advice
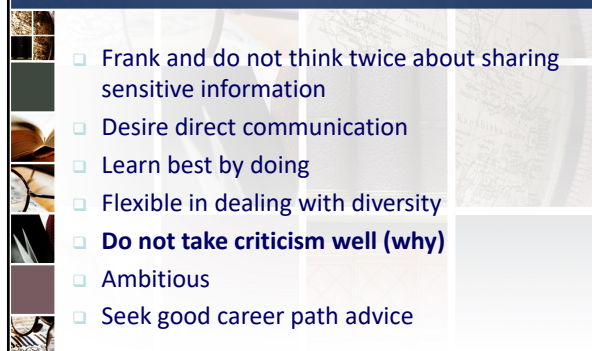
## How This Affects Our Work…
### (What We Must Understand About Millennials)

**Millennials Think They Can Say What They Want -**

There has been a cultural change in the **past 30 years** in how acceptable it is for people lower in the hierarchy to express opinions directly to people higher up, and that includes **younger people expressing their opinions to older people.** Society in general is less formal today than it was a generation ago. People are much less likely to use formal titles when addressing each other. Within organizations there is a more open communication environment, fostered by encouraging lower-level employees to speak up, **make contributions and point out problems to improve the business, regardless of their age or tenure with the organization.**
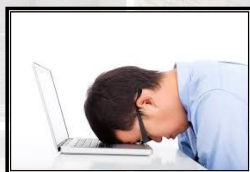
**What would happen when adult company would come over to play cards?**

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## How This Affects Our Work…
### (What We Must Understand About Millennials)

**Millennials Don't Like Repetitive Work -**

While the majority of Millennials didn't say that their job was too routine, **20 to 25 percent of Millennials do believe that their jobs are too routine and don't have enough variety.**

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## How This Affects Our Work…
### (What We Must Understand About Millennials)

**Entitled Doesn't Mean Lazy Millennials -**

Millennials may hold some expectations that cause people to accuse them of being entitled, **but that doesn't mean they are lazy**.

In fact, Millennials as a group work very hard, are quite motivated and really want to contribute to their organizations. **A study found that 39 percent wanted to learn new things on a daily basis, and 45 percent said they would spend time to learn new things if given the opportunity to prioritize.** Millennials work long hours: **56 percent work more than 9 hours a day, and 33 percent work more than 10 hours a day.**

## How This Affects Our Work…
### (What We Must Understand About Millennials)

**Millennials Want Frequent Feedback Millennials**

**Millennials want to know how they are doing on a regular basis.** This desire is following the tradition of Baby Boomers and Gen Xers, who challenged their bosses and organizations to provide more and better feedback for employees. It is consistent with Millennials' experience because many of them have grown up in a world where they received frequent feedback about how they were doing. **While 54 percent of Millennials would like developmental feedback monthly or more frequently (daily or weekly), only 23 percent say they get feedback that frequently.**

## Millennials are an **Asset**

### 3 Reasons Millennials Are An Asset

**1. They Embrace Change**
Growing up amid insecurity within the marketplace, millennials live in the moment, are eager to learn and can adapt easily to change.

**2. They Like the Work**
Millennials choose work they actually enjoy. This boosts company morale while keeping employees engaged and productive.

**3. They Are Not Afraid**
While Gen Y is not afraid to ask for exceptional employee benefits, companies agree that even slight employee gains improve work satisfaction for the whole team.

yourcareerintel

## Example #2: Video Games
## What Game is This?

FORTNITE

Any Positive Aspects About This Game

Any Concerns About This Game

## Concern or Contradiction?

## Concern or Contradiction?

## How Did We ALL Get Here?

- World War II (and before) – Veterans
- The Baby Boomers (produced by Veterans)
- The early Boomers have children (Generation X)
- The late Boomers have children  (Generation Y/ Millennials) [and sometimes younger brothers and sisters of early Boomers].

## The Workplace Yesterday and Today….

For the first time in the history of the US, there are four (4) generations working side by side. This has not always been the case. **(What are the unintended consequences?)**

A 1930 survey found 1/3 of 224 factories had maximum age limits for new employees. **(Why age limits?)**

4 plants in the survey would not hire anyone over the age of 40. In 41 plants, the age limit was 45. **(Is this legal today?)**

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## What is a Generation?

- An identifiable age group with a shared historical experience.

- The problem is that the time span of each new generation shortens as the pace of change accelerates.

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## Why Are We So Different?

Its all about…

# VALUES

Opening Doors
"Handles" – Sir, Mr. Mrs.
Taking your hat off inside a building
Wearing a belt….

## Our Values…

Are what we believe to be right or wrong.

Good or Bad

What we feel is worth fighting for or standing up for…

It is what we believe in

Our values guide our lives

They give us direction

They are a basis for decision making…

They help us make choices.

## Let's Discuss How Our Employees Are Made…..and How Values are Created ….

## Three Stages of Value Development

➢ **Imprinting**

➢ **Modeling**

➢ **Socialization**

## Imprinting…

This first stage of value development takes place from BIRTH to approximately **SEVEN** years of age.

What s/he sees happening in his/her family and the world around him/her is the "right" way for things to be done.

There is no logic or reasoning involved. It is a matter of seeing, absorbing, and accepting.

Why are many child abusers children of child abusers?

**Can you remember something Positive that was Imprinted in you that you continue to do to this day?**

## Imprinting at its Best!

### Where did he get this from?

## Modeling

- Takes place from about age SEVEN (7) to age THIRTEEN (13) {**What else is happening around this age**?}

- Kids in this stage begin looking around in their world, first at their parents and then the outside world.

- They are looking for people they admire-people they want to be like.

- Heroes and heroines become significant at this stage.

- **Who was your HERO? How did that person influence your life?**
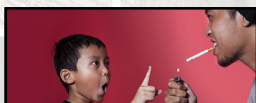
## Socialization

- The years from about 14 to early 20's (8th – HS)
  - **What's going on at this age?**
- For parents, this 3rd stage is often the scariest. **WHY?**
- The family influence on young people diminishes. **WHY?**
- They go out into their peer group and society to try out their values. It's a proving ground, to see how their values compare and which ones will endure. They experiment, observe and make decisions about what is right and wrong. *Sometimes bad decisions*
- Music, hair, clothing (different than parents, more like their peers).
- **What (who) did you look like?**

## A Key Time For Key Factors

- Most psychologists and sociologists agree the most influential period of our value development process is around **age 10**.

- What happened to you and what was going on in society when you were 10 has shaped your values more than you realize.

- **Think about Millennials when they were 10 years old.**

## What did you watch on TV?

**What you watched on TV has impacted you more than you know!**

## Do you remember these shows?



## What's on TV now??

Today's Generations
Receive Values, Ideas and
Expectations
From the Television



## Baby Boomers

SOCIAL SECURITY
1946 - 1964
Baby Boomers

## Baby Boomers

SOCIAL SECURITY
1946 - 1964
Baby Boomers

### Powerful Statements With Meaning Provided to Us By Boomer Parents!

**Fill in the blank _____**

1. Children are to be _____ and not _____
2. You are moving SLOWER than _____
3. That's the way the COOKIE _____
4. What you do in the DARK _____
5. A PENNY Saved is _____
6. Caught between a ROCK and _____
7. God Helps Those Who _____
8. I Brought You In This World _____

## Baby Boomers just don't get **Millennials**!

## More Boomer Facts

- Kids who grew up in the '50s experienced a totally different world than what their parents did.
- They knew nothing but the **good life.**
- Became spenders rather than **savers**
- Responded enthusiastically to TV ads and fads.
- They were used to getting their way
  – (this explains the social unrest of the late '60s).

## Then vs. Now

The Research Tool for Baby Boomers Then…..

• The Research Tool for today's Generation……

Google

Google Search    I'm Feeling Lucky

Instant Information

Instant Feedback

## Legends Retire from FSUPD

Sgt. Mark Edenfield 31 Years    Lt. Linda Riley 30 Years

What Motivates This Generation of Employees

What Kills Motivation for This Generation of Employees

What **Characteristics** Did They Have in Common?

## Flash Back

MASSIVE VINTAGE

BELL BOTTOMS

## Flash Back

## Top Ten Rules for Latchkey Kids

**The List!**

1. **NO BODDY BETTA BE IN MY HOUSE!!**
2. You have cleaning to do when you get home!
3. Stay OFF the Telephone!!
4. You better not answer the door for ANYONE!!
5. If something happens call me at WORK!
6. Stay Out of the Kitchen!!
7. Stay Out MY ROOM!!
8. Your Homework better be done when I get home!
9. Don't Go Outside for ANYTHING!
10. **NO BODDY BETTA BE IN MY HOUSE!!**

## Let's Talk about GENERATION X

## Gen X –Thoughts

- Lack of a nurturing environment as kids has led this group to value _**relationships.**_

- Once they get past the difficulty of trusting, they tend to be loyal to those they allow in their lives.

- We call them **Generation X.** (video)



## Welcome Generation X…….

Generation Presentation
(c) Deskey 2007

C :\> |

## GENERATION X

What about Generations X?

Great Qualities that make them Valuable:

- Self Directed at a Young Age
- Computer Literate
- Flexible
- Adaptable
- Hard Working



Baby Boomer Managers **MUST** put meaning into the buzzwords often used like **Empowerment, Teamwork, Communication!**

Create and Environment where they are challenged by and enjoy their work; where they are measured on performance and not the clothes they wear and don't forget to **RECOGNIZE** them!

Things an X'er Can Relate To……



_____
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Games and Toys from Back in the Day…



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**How did we play then?**



_____
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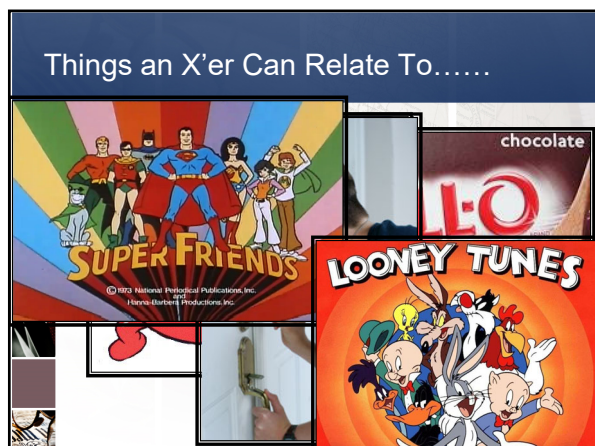
## How have video "games" impacted our generations?



## The 90s & Millennials – What We Know So Far

- The future effects of this decade are yet to be seen.

- The kids whose values are affected are still in process.

- Some are in the workforce (14 mil), and can they ever work!

## The 90s & Millennials – What We Know So Far

Wars had little impact, Russians were no longer the enemy - these kids were not threatened by the draft like their parents were during Vietnam.

- **The Internet virtually created a different world for this new generation.**

Welcome Generation Y – Millennials

Minorities spoke up for their rights; healthcare became critical; abortion continued to divide the country; increase in homeless population; sexual harassment brought to public attention; women continued to gain more power; ADA; Alternative lifestyles; terrorism

## Millennials in the Workplace

Will Not Settle

Loyalty

Energy

Dynamic

Lifestyle

Work-Life Balance

Flexible Work Schedules

Conditions

Continuous Learning

**Challenge**

**Culture**

**Charisma**

## Recruiting Millennials and Gen Z

CITY OF
**TALLAHASSEE**
*POLICE DEPARTMENT*

TRUST - LOYALTY - COMMITMENT

BE THE DIFFERENCE

Apply online at Talg...y.com/TPD
or er... il us at TPDApplicants...

Recruiter at (850) 891-4324,

**Hiring Bonus**
*5+ years of experience:
$10,000
*Pre-certified to 5 years:
$5,000

**GET PAID FOR YOUR EXPERIENCE**

11+ years: $57,443.98
9-10 years: $54,970.21
7-8 years: $52,603.07
5-6 years: $50,337.87
2-4 years: $48,570.21
<2 years: $47,944.00

## Incentives Matter to Millennials

**Common incentives used by some agencies include:**

- education tuition reimbursement,
- signing bonuses,
- recognition of police officer's accomplishments
- paid academy salaries
- health club membership,
- relocation reimbursement
- mortgage discount
- **scheduling preference for school**
- uniform pay
- salary increases for further education
- **unlimited overtime**
- take home cars
- bonuses for multilingual and hazardous pay
- shift differential
- housing assistance.

## Millennials – What Else do we Know?
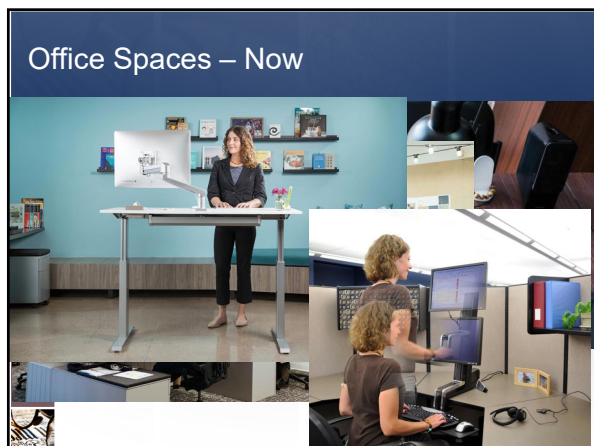
- This generation has a "live and let live" attitude; **comfortable** with new technology which creates a sense of **confidence** and **competence**.
- This group loves diversity-in their music, styles, etc.
- **You can pile on the work because they can do it!**

## Comparing Offices – Then

## Office Spaces – Now

What's Next? | Treadmill Desk / Office Space



What makes Google an **inviting** environment to **work**?

- What can you do to make your workplace a more inviting environment for ALL Generations?

- What difference can it really make?



Massage Therapy Really Works!

Play

## Massage Therapy at FSUPD

FSUPD Officers and Communications Operators enjoy
A 15 minute relaxing massage at FSUPD.

## New Idea for the Future!

## Motivating All Generations……

"In motivating people, you've got to **engage their minds and their hearts.**"
- Rupert Murdoch
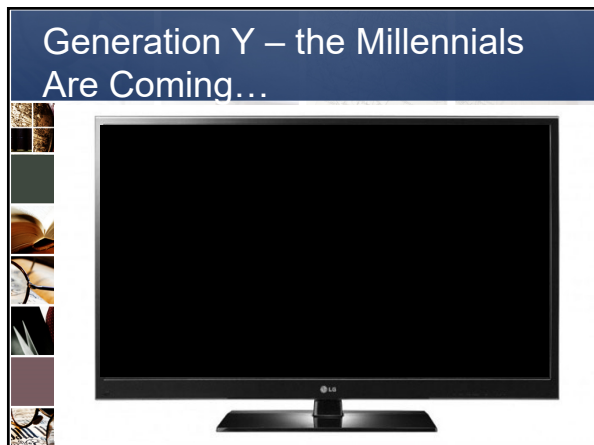
## Back to Millennials

- Who are they?
- Why are we so worried about them?

## Generation Y – the Millennials Are Coming…

## Millennials Facts

**38 percent of Americans** today report to a boss who is **YOUNGER** than they are. That is a totally new phenomenon……And this number is growing ......

## My Current Situation



**31**
**36**

## Millennial Facts
### The Millennial Generation is Addicted to…



FREE WIFI

## Out of Office Messages –
### Boomers vs Millennials



Boomers vs. Millennials @ Work    OUT OF OFFICE    thecooperreview.com

**boomers**

I'll be unreachable on a Carnival Cruise this weekend, see you when I get back.

Best.

## Millennial Facts
## This Generations War….



War in Afghanistan (2001–present)
The War On Terrorism



## Millennials Ideal Boss…….



Gen Y's ideal boss Most pine for an Alex Ferguson style coach or mentor, while 40 per cent want a strong Thatcher-type leader

| 51% | 40% | 34% | 30% | 16% | 10% |
|---|---|---|---|---|---|
| Coach/ mentor | Leader | Advisor | Confidante/ discuss private and work matters | Friend | Director/ allocater of work |

Source: Hays report - Gen Y and the world of work

## What Can Managers Expect From Generation Y - Millennials?

- They are more comfortably self-reliant, but they grew up over-supervised (reverse of X).
- You may need to coach time-management skills.
- They want technology and everything else - **RIGHT NOW!**
- They will be **curious** about everything - your culture, mission and goals, services, products, compensation, benefits, and the technology you use to support them.

Nearly **90%** of Millennials would prefer to work at one organization for a long time

Millennials say they would stay longest for:

HEALTHY WORK-LIFE BALANCE

ACCESS TO NEW LEARNING OR PROFESSIONAL DEVELOPMENT

## What Else Do Millennials Need?

- They will always need the **wisdom** of older, seasoned mentors.
- They crave the **guidance** of knowledgeable, confident managers and co-workers.
- They also want their valuable contributions **appreciated**.
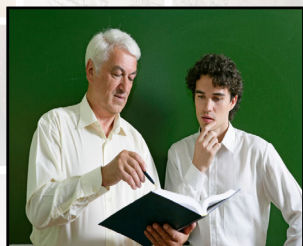
How Parents Are Robbing Their Children of Adulthood

By CLAIRE CAIN MILLER and JONAH ENGEL BROMWICH  MARCH 16, 2019

Today's "snowplow parents" keep their children's futures obstacle-free — even when it means crossing ethical and legal boundaries.

in Work
Before



Clothing Today….

## 8 Ways Generation Z Will Differ From Millennials In The Workplace

**1. Gen Z Is Motivated By Security**

These young people were still kids during the Great Recession, which means that they may have seen their parents take huge financial hits. A significant portion of their lives may have been defined by struggles related to that.

**If you're looking to recruit members of Generation Z, you may be able to tempt them with promises of job security and raises down the line.**

**2. Gen Z May Be More Competitive**

As a cohort, millennials are said to be collaborative and teamwork oriented. **They want to work in an environment where inclusion is a priority, and where everybody works together to advance goals. Gen Z, on the other hand, is said to be defined by its competitiveness. They want to work on their own and be judged on their own merits rather than those of their team.**

Gen Z also understands that there's a need for constant skill development in order to stay relevant. Their parents likely taught them the importance of working hard, and that no one will hand them their success. This generation is willing to work hard, but they expect to be rewarded for it.

## 8 Ways Generation Z Will Differ From Millennials In The Workplace

### 3. Gen Z Wants Independence

Gen Zers' independence ties into their competitiveness, but they generally like to work alone. Many of them prefer to have office space themselves, rather than an open, collaborative workspace. Many also want to manage their own projects so that their skills and abilities can shine through. They do not want to depend on others to get their work done.

This independence is apparent in the higher education choices some Gen Zers make. More of them are skipping higher education than their millennial counterparts, and moving straight into the workforce. **They'd rather avoid the years of** and try one of the newer, more affordable **Don't disregard a potentially great employee because they don't have the credentials you usually look for — they might have all of the you need, just from a different source.**

### 4. Gen Z Will Multitask (More Than Millennials)

If you thought your millennial employees were easily distracted, always flipping between texts and emails, just wait until you start working with members of Gen Z! These young people have always lived in a connected world, and they're used to constant updates from dozens of apps. **Switching between different tasks and paying simultaneous attention to a wide range of stimuli comes naturally to them.**

This can be perfect for a workplace that requires multitasking. **If you're looking for employees who can focus deeply on a task for a long period of time, make sure that's communicated to potential Gen Z employees. And, if you see them looking at their phone during work hours, don't assume that will distract them for ages — they're used to spending five seconds checking for updates before returning to the task at hand.**

## 8 Ways Generation Z Will Differ From Millennials In The Workpl

### 5. Gen Z Is More Entrepreneurial

**Generation Z is 55% more likely to want to start a business than millennials. In fact, a full 72% of Gen Z high school students say that they want to start a business.** This can be tied back to many of their traits — especially the independence and desire for financial success. They are highly motivated and willing to work hard to achieve their dreams.
These budding entrepreneurs can make great employees. They are likely to soak up as much knowledge as they can and take on many different challenges as they pursue their goal of starting their own company in the future.

### 6. Gen Z Wants To Communicate Face To Face

You may have just gotten used to your millennial employees preferring to communicate over email or Slack, but be prepared to switch it up again. **Generation Z likes to talk face to face. Fifty-three percent of Generation Z said they prefer in-person discussion over instant messaging or email.**

This can be attributed to the negative attention they've seen millennials receive for their reliance on technology, or because the technology they've grown up with (Skype, Snapchat) has allowed people to communicate with a full range of sound and motion, instead of just text. **Be prepared for regular in-person meetings with your Gen Z employees to discuss their projects as well as their professional development.**

## 8 Ways Generation Z Will Differ From Millennials In The Workplace

### 7. Gen Z Are True Digital Natives

Millennials have long been described as digital natives, but they actually grew up in a world that was still full of landlines and dial-up internet. They're used to progress taking time and are just as confused by some of the newer apps as baby boomers are. Gen Z, on the other hand, has been living in a world of smartphones and **free Wi-Fi** for as long as they can remember. Ninety-two percent of them have some sort of digital footprint.

**They easily fly between platforms and technologies and pick up new software quickly. Their relationship to technology may be even more instinctual than that of a millennial in their late 30s.**

### 8. Gen Z Wants To Be Catered To

**Gen Zers expect the workplace to conform to their needs.** They are similar to millennials in this way, and are actually fairly similar to boomers as well. This attitude is having an effect on the workplace. In recent years, stars such as U2 and Bruno Mars performed at Salesforce's annual conference. A decade ago, a huge company would never have hired a rock band to appeal to young people. Now, it's pretty typical to have young attendees in mind.

There are some clear generational differences between millennials and the young people just entering the workplace today. Of course, every member of a generation is an individual and will have their own unique traits, but **keeping these generalizations in mind could help you prepare to welcome this new generation to the working world.**

## Slide 1: Looking Ahead Generation Z

**Looking Ahead Generation Z**

**GENERATION Z**

Born mid 1990's to current 2000's, these digital natives have never lived a life without internet. By 2020, they'll have 40% of the purchasing power.

BY 2020 THEY'LL MAKE UP 40% OF ALL CUSTOMERS

26% OF THOSE AGED 16-19 VOLUNTEER

Generation Z BORN 1996 AND LATER AKA "Philanthrokids"

60% WANT THEIR WORK TO MAKE A DIFFERENCE

76% ARE WORRIED ABOUT THE PLANET

DONATE 30% HAVE ALREADY DONATED TO AN ORGANIZATION

JUST OVER 1 IN 10 WANT TO START A CHARITY

501C3 PREDICTED TO PREFER MOBILE APPS FOR GIVING

Gen Zers take **8 seconds** to decide whether content is worth their time and if it benefits them.

**60%** want to positively impact the future of the world and participate in social activism.

Appreciates free shipping and delivery, special discounts, and a flexible return policy. FREE

They trust influencers because their lives are relatable. **63%** of Gen Z prefer to see real people in ads.

They are likely to give feedback or reviews online. **44%** showed interest in contributing ideas to brands.

Uses up to **five** devices at a time and checks social media about **100** times a day.

If experience is positive, 8 will promote it Gen Z prioritizes speed and convenience.

Sources: Forbes, Vision Critical, Fast Company, MNI, Mattersight, Ernst & Young

AGENCYSPARKS

## Slide 2: Closing Thoughts on Generation Z

**Closing Thoughts on Generation Z**

Gen Z v...

- Clear ...
- Comp... workp...
- Oppor...
- Consta...

Consta...
Commu...

**Z's Possess Poor writing skills** - social media has had a negative impact on writing.

**Brains wired for visual imagery**
1976 – 60% newspapers or magazines everyday
2016 - 16% read newspapers and magazines everyday

**Gen Z - lack interpersonal skills!**

...to learning ...ent system – ...ages and

...icate more ...in shorter bursts ...le content ...aise Praise ...al feedback ...heir information ...t ...SCHOOL! ...Board easily!

## Slide 3: Smart Employers Know……

**Smart Employers Know……**

**Best Practices for Hiring Across Generations**
Companies that are most successful at recruiting & retaining across generations have some common **"best practices";** use the information in many HR strategies

❑Train about generations in a variety of formats
❑Match workforce to customer base
❑Include all generations on boards & councils
❑Support continuing education
❑Reward managers for retention
❑Reward performance and productivity
❑Offer horizontal movement
❑Plan for succession
❑Offer mentoring programs
❑Offer flexible scheduling
❑Offer a wide variety of benefits

## What did we learn…..

- Participant's own generational identity.
- Characteristics of the different generations involved in work.
- The impact of historical, economic, and sociological events on a generation's attitudes, including their attitude towards work.
- How employee attitudes toward work affect supervision.
- The different motivations between the generations at work.
- Strategies to get the most out of employees that work for you.
- How to handle conflicts between generations.
- Strategies for supervising a multigenerational staff
- Different conflict management styles to improve your overall supervisory effectiveness.
- Effective strategies for decreasing the gap between each generation at work

## Choose a Path….

## Final Summary

- **Change** is part of the criminal justice system. As **leaders**, you are in positions to help subordinates recognize the need for, and adapt to, change, and support them in the process. You can help reduce stress and discomfort that accompanies change. As leaders your knowledge of the change-management process and your skills in implementing change in your areas of responsibility can also increase the probability of successful change.

- Being a leader for change you also are being a **proactive** leader. You are responsible for preparing yourself and your subordinates for the future responsibilities within public safety, corrections and law enforcement in order to reduce anxiety and increase success. Being aware of emerging changes and how they may affect your department, gives you insight in what the future might look like and thereby helps you and your staff be able to meet the challenges of the future.

## Millennials Truly…..Apologize!
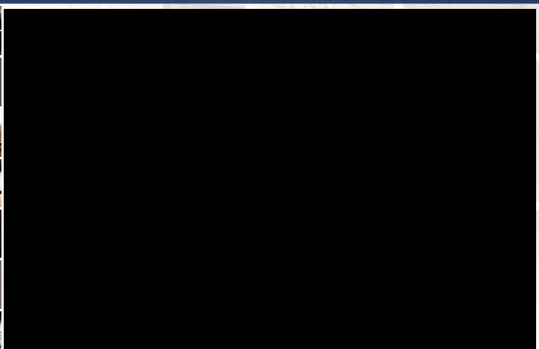
## Great Leadership……Anything is Possible!

## Final Thoughts, Questions?

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