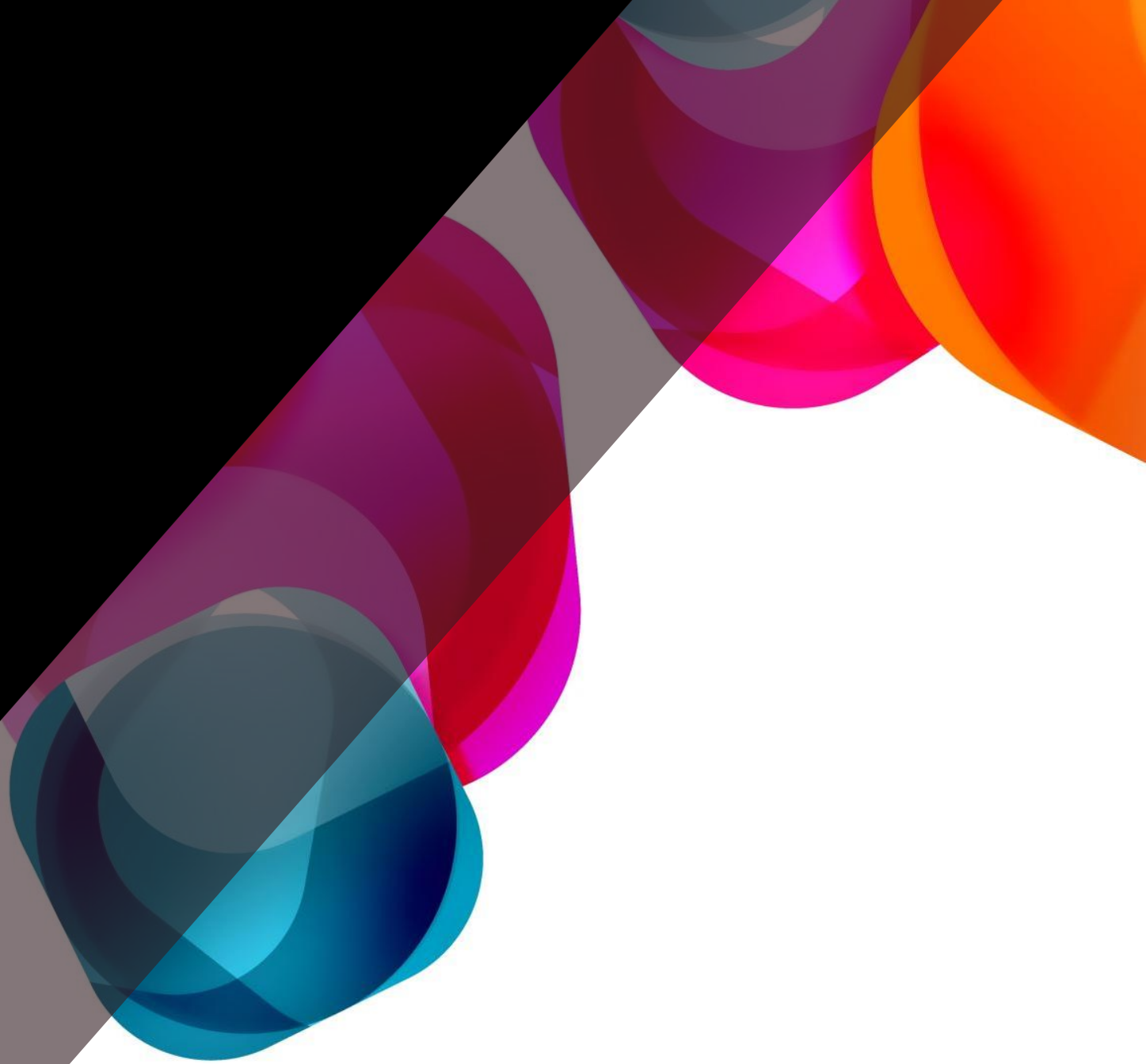


ARE YOU TALKING TO ME? COMMUNICATING AND WORKING EFFECTIVELY ACROSS GENERATIONS

Leah Flynn Gallant, Ph.D

Talent Management
Consultant and DEI Officer,
Alumni Association and
Office of Resource
Development



When It Comes to Money, Gen Z Is Way Ahead of Millennials

3,350 views | Feb 18, 2020, 10:45am

A Majority Of Gen Z Aspires To Be Entrepreneurs And Perhaps Delay Or Skip College. Why That Might Be A Good Idea

‘OK Boomer’ Marks the End of Friendly Generational Relations

Now it's war: Gen Z has finally snapped over climate change and financial inequality.

Who's teaching Gen Z to adapt to working with other generations

(BUSINESS MARKETING) Gen Z patch 1.1: How to work with other generations. The newest tech savy generation might need an update to work well with others

OPINION

Gen X-ers are being stifled by greedy Boomers who refuse to retire

By Matthew Hennessey

February 8, 2020 | 12:10pm

EDITORS' PICK | 21,015 views | Feb 23, 2020, 08:30am

What Millennials, Gen X & Boomers Have In Common But Don't Admit, Discuss, Nor Plan For

 The Atlantic

Gen-X Women Are Caught in a Generational Tug-of-War

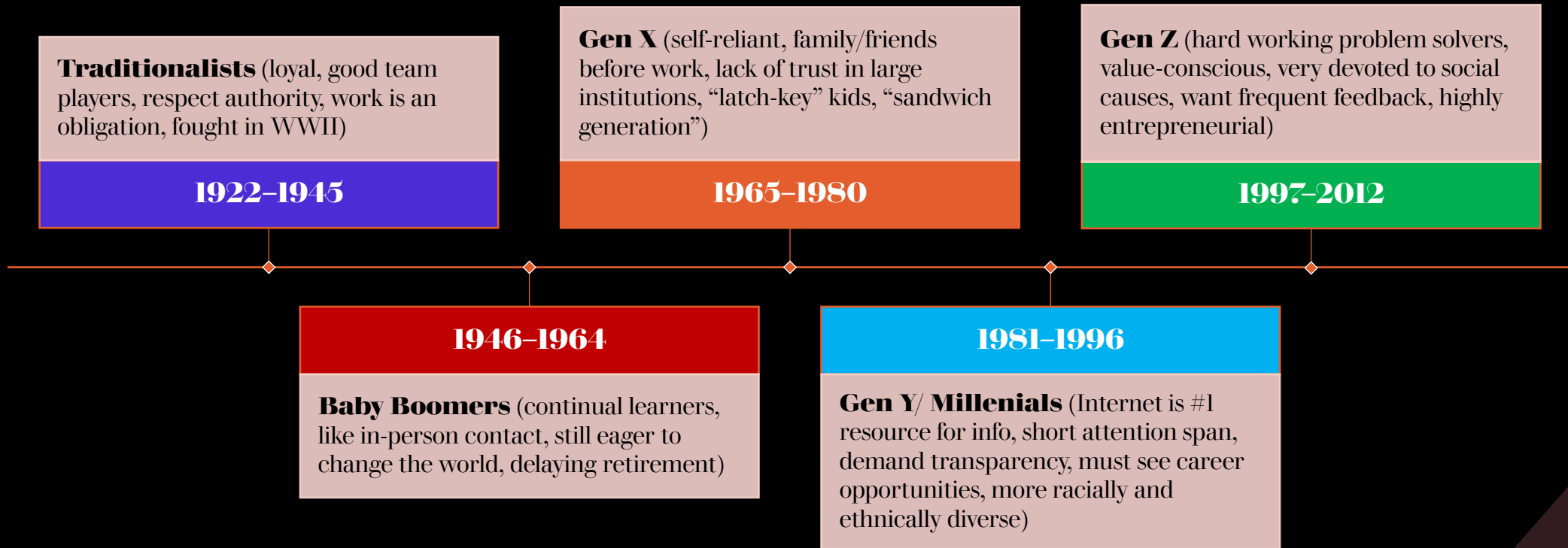
The average caregiver is a 49-year-old woman, and the demands of caregiving seem likely to increase.
month ago

THE MAGAZINE | SEPTEMBER 2017

Why Generation X Might Be Our Last, Best Hope

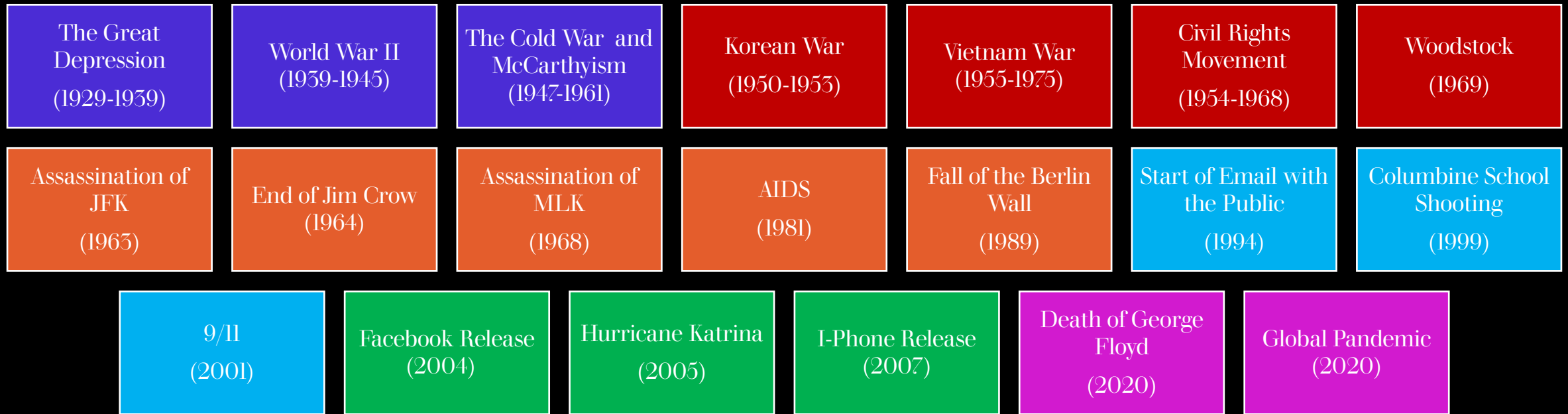
Caught between vast, self-regarding waves of boomers and millennials, Generation X is steeped in irony, detachment, and a sense of dread. One of their rank argues that this attitude makes it the best suited to preserve American tradition in these dark new days.

5 Generations in the Workforce



Generational cohorts provide a way to understand how different formative experiences (such as world events and technological, economic and social shifts) interact with the life-cycle and aging process to shape people's views of the world.

-Pew Research



We Didn't Start the Fire: Life Events and
Historical Context Effects our Worldview

Current Landscape

- For the first time, we have five generations in the workforce.
- Colleges and independent schools have six generations in their alumni populations.
- Oldest currently coded MIT alumni volunteers graduated in 1941 – one is 100, one turns 100 in June.



Now knowing what we know,
how can we communicate
effectively with one another?

Best Practices

- Actively listen (listen to understand, not to respond)
- Be open to different modes of communication (and respect others' limitations)
- Be curious, not judgmental
- Understand how you best communicate, and then share that with others
- Establish communication and group norms



6 KEY ACTIVE LISTENING SKILLS



1. **PAY ATTENTION.**



2. **WITHHOLD
JUDGEMENT.**



3. **REFLECT.**



4. **CLARIFY.**



5. **SUMMARIZE.**



6. **SHARE.**



Center for Creative Leadership®

3 Actions for Effective Communication Across Generations



Presented by
Ryan Jenkins + **Steve Cohen**



Co-Founders of
Sync LEARNING
EXPERIENCES

Learning & development worth experiencing.

Leaders of Groups Can:

- Be nimble!
- Create an inclusive environment
- Understand preferences of your group

Ask in the beginning how folks want to communicate with one another.

Create group norms so that everyone is on the same page (if not everyone is comfortable using Slack as a group, don't use slack or train those who are willing)

- Embrace flexibility
 - Welcome creative and innovative thinking
 - Encourage coaching; members will be empowered to learn from one another
-

Moving forward, what actions can you take?

- Ask for group norms to be shared; if you aren't leading the meeting, ask if group could create them collectively
 - Remain curious; not judgmental
 - Practice self-reflection; where did you grow up? What is your background? How have life events shaped your experiences? How can this self-reflection be helpful to you in your next meeting/conversation with others?
 - Be open to other ways of working with one another
-

Thank you!

Leah Flynn Gallant

laflynn@mit.edu
