

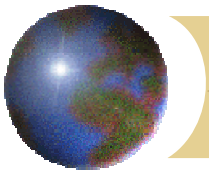
~The Age Factor~
Bridging the Generational
Learning Gap

ADAPT Conference
Learning and Collaboration in a Global Age

Presented by
Karen Stacey
President and CLO



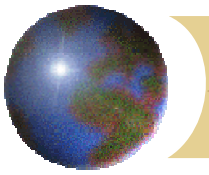
★ developing people ★ achieving business and personal success



Four Generations at Work

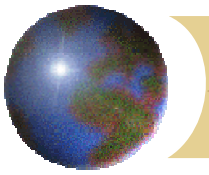


With the person beside you, share changes you have noticed or experienced in the way that work is done.



Today's Workplace

- The number of individuals between the ages of 32 and 45 is decreasing by 15% due to the decline of birth rates from 1965 – 1978.
- The demand for talented 35 to 52-year olds will continue to rise at the same time the available number is decreasing.



Rules of the Business World

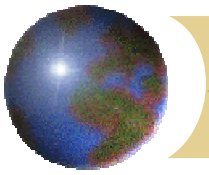
**P
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Employees got:

- Job security
- Lifetime employment
- Chance of promotion
- Second family

Employers got:

- Hard work
- Dedication
- Loyalty
- Predictable payroll



Rules of the Business World

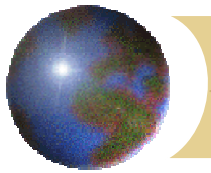
**C
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Employees get:

- Challenge
- Recognition
- High wages
- Chance to learn
- Help with personal issues
- Leverage

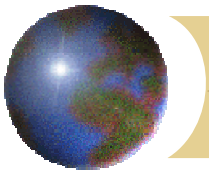
Employers get:

- Minimal loyalty
- No expectation of job security
- Guarantee of change
- Few opportunities to give promotions



Four Generations

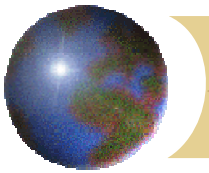
Name	Years Born	Age in 2010
Traditionalist	1909 – 1945	65+ years



Who are the Traditionalists?

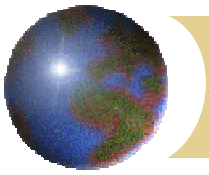
1909 - 1945





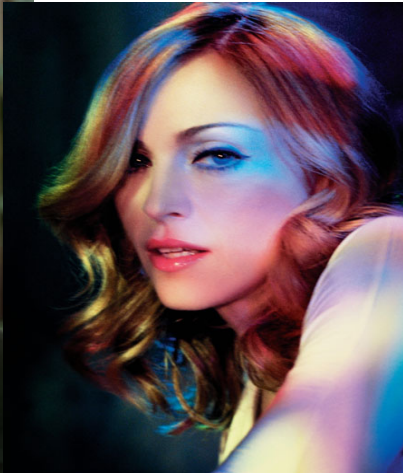
Four Generations

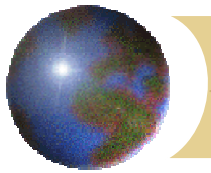
Name	Years Born	Age in 2010
Traditionalist	1909 – 1945	63+ years
Baby Boomers	1946 – 1964	46 to 64 years



Who are the Baby Boomers?

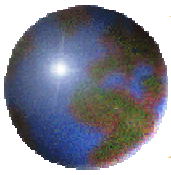
1946 - 1964





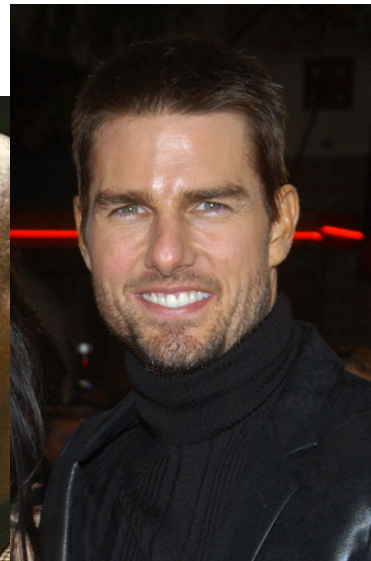
Four Generations

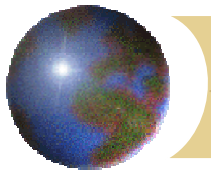
Name	Years Born	Age in 2010
Traditionalist	1909 – 1945	63+ years
Baby Boomers	1946 – 1964	44 to 62 years
Generation X	1965 – 1978	35 to 45 years



Who are the Generation Xers?

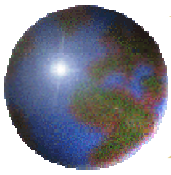
1965 - 1978





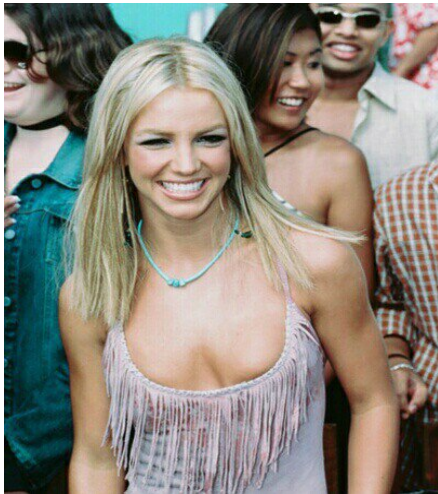
Four Generations

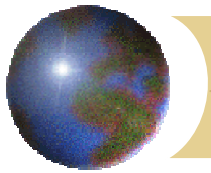
Name	Years Born	Age in 2010
Traditionalist	1909 – 1945	63+ years
Baby Boomers	1946 – 1964	44 to 62 years
Generation X	1965 – 1978	31 to 43 years
Generation Y	1978 – 2001	7 to 30 years



Who are the Generation Y's?

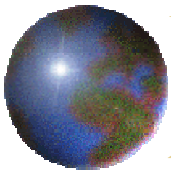
1979 - Present





Four Generations

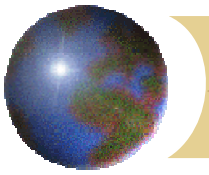
Name	Years Born	Age in 2010
Traditionalist	1909 – 1945	63+ years
Baby Boomers	1946 – 1964	44 to 62 years
Generation X	1965 – 1978	31 to 43 years
Generation Y	1978 – 2001	9 to 32 years
Generation Z	2002 – 2021	Up to 8 years



Who are the Generation Z's?

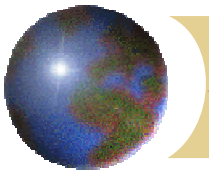
New employees and customers coming soon...





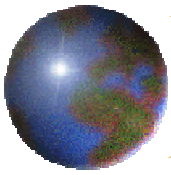
The People Puzzle





Managing Generational Learning Needs

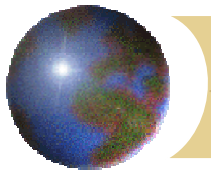




Who Are Today's Learners?

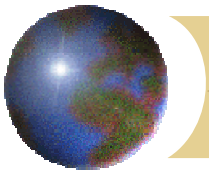
- **Traditionalist?**
- **Baby Boomers?**
- **Generation X?**
- **Generation Y?**





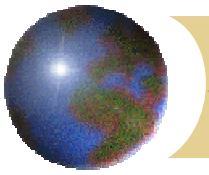
Preferred Learning Environment for Traditionalist

- ❖ Respect past experience.
- ❖ Create a safe environment.
- ❖ Do not rush the training ~ take time for hands on application.
- ❖ Avoid stereotyping that casts all Veterans as technophobic.



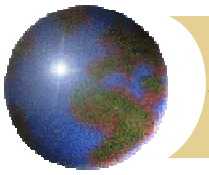
Preferred Learning Environment for Boomers

- ❖ Focus on personal growth
- ❖ Team-based training
- ❖ Communication that is open, direct and detailed
- ❖ Developmental experiences
- ❖ Like to read business books



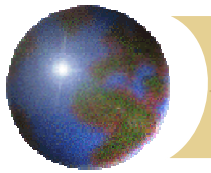
Preferred Learning Environment for Gen X

- ❖ Focus on personal development that is seen as transferable
- ❖ Practical
- ❖ Value easy access to information
- ❖ Continuous Feedback



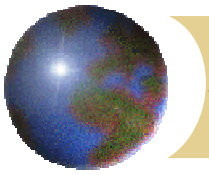
Preferred Learning Environment for Gen Y

- Value positive reinforcement and rewards
- Positive environments
- Using technology
- Keep it fun and team-oriented



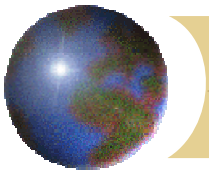
Designing & Training For MultiGenerational

- ⊕ What are the performance goals?
- ⊕ Who is the audience?
- ⊕ What tools and or delivery method is most appropriate?
- ⊕ What pre-learning needs to happen?



What Successful Trainers Do to Create a Respectful Learning Environment

- **Communicate in ways that are respectful.**
- **Use a blend of approaches that includes training in the technology used for delivery.**
- **Recognize and celebrate difference.**



The Four-Step M.E.E.T. Model

M

Make time to discuss

E

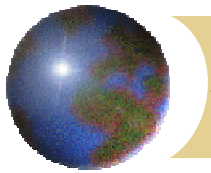
Explore differences

E

Encourage respect

T

Take responsibility

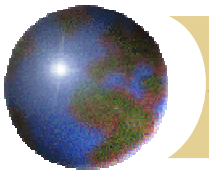


Generational Dynamics in Business

- *Tap into the talents and skills of all generations*
- **Recognize and design training that taps into a variety of learning and generational styles.**
- **Respect and value generational differences**



Everyone brings something different to the table



Thank you for joining us today.



★ developing people ★ achieving business and personal success