

Next Gen Knowledge

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It's a pleasure to meet you!

Prior Generations Work

RISE OF THE YOUNG'UNS

A GEN X & MILLENNIAL MANAGEMENT TEAM

CHALLENGES

What challenges do you face as library administrators?
(in managing staff of various generations)

Sarah

- ★ Challenging of my authority from day one
- ★ Having to tell people twice my age to act professionally
- ★ Entrenchment/assumption that they can "outwait" me
- ★ The constant unsolicited mothering

Vanessa

- ★ Assumptions about qualifications
- ★ Assumption that I had an "in"
- ★ Comments about family status
- ★ Unsolicited paternalistic advice
- ★ Extra pushback when implementing new systems & counseling/disciplining staff

Welcome to the journey

she took the midnight train going
anywhere



Current Generations Review

01

BB Boomers
1946-1964

03

Millennials
1980-1996

02

Gen X
1960s-1980s

04

Gen Z
1997-2010s



Memes & Generalizations are fun

**but not ideal*



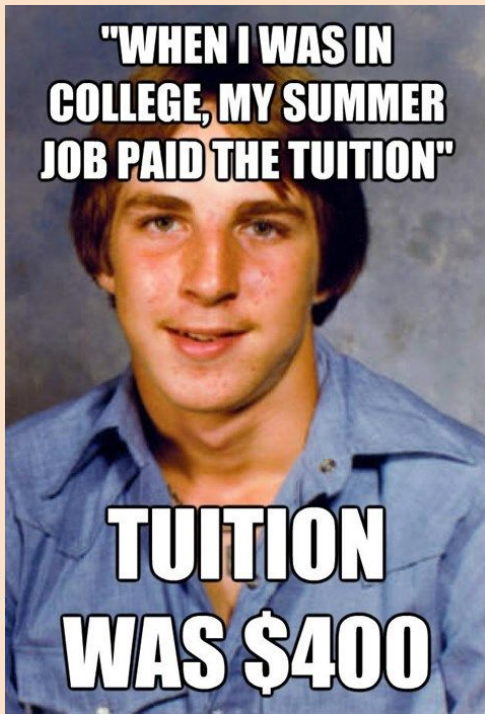
kevin shark

@boynamedshark

i think one of the funniest things u could do with a time machine is grab the mic at woodstock and just like tell baby boomers who they'll become

OK Boomer!

"WHEN I WAS IN COLLEGE, MY SUMMER JOB PAID THE TUITION"



TUITION WAS \$400



sammi
@samkru_

Follow

You millennials and your obsession with public healthcare. Back in my day we just died



Julieanne Smolinski

@BoobsRadley

Follow

The next time somebody complains about millennials, maybe remind them which generation linoleumed over all those beautiful hardwood floors.

STARTED 3 WARS AND A WORLDWIDE RECESSION



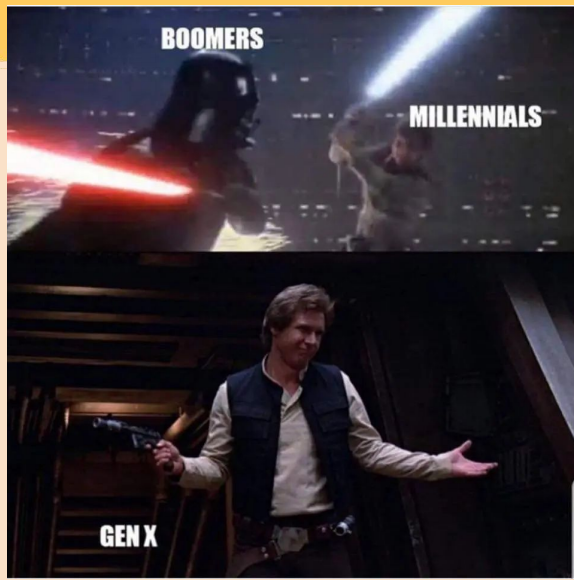
"WHY IS YOUR GENERATION SO CYNICAL?"

Stereotypes & Clichés

- **Selfish**
- **Entitled**
- **Out of Touch**
- **Materialistic**
- **Judgmental**
- **Self Promotion**

Generational Traits from Research

- **Optimistic**
- **Hypersensitive**
- **Self-Absorbed**
- **Materialistic**
- **Strong work ethic**
- **Tradition-focused**
- **Soft skills, relationship building**



Dazed & Confused

Just remember for every Boomer that hates millennials, there's a generation in between that hates you both.



andie
@andiebee_

i live for the "ok boomer" meme but i dont think yall realize that the last boomer was born in 1964. karens are gen x.

9:22 AM · Nov 5, 2019 · [Twitter for iPhone](#)



Gen X...."OK, Karen"

Stereotypes & Clichés

- Lazy
- Apathetic
- Cynical
- Negative
- Values Authenticity
- Complaining?

Generational Traits from Research

- Individualistic
- Ambivalent to authority
- Fun/Informal
- Pragmatic
- Self Reliant
- Creative
- Big Picture Focused

Y'all wonder why millennials can't stop buying avocado toast but y'all raised us on charcuterie boards



Participation Trophies

HIPSTER PEER PRESSURE



Me: *Mocks parents for not understanding technology"

Me: *Searches how to boil water on WikiHow"



duumb
@duumb

[wheel of fortune]

me: i'd like to buy a vowel

pat: aren't you a millennial?

me: (sigh) i'd like to rent a vowel

Millennials...."Avocado toast pairs well with crippling debt"

Stereotypes & Clichés

- **Lazy**
- **Entitled**
- **Lack of common sense**
- **Helicopter Parents**
- **Tech savvy, but too
reliant on tech**

Generational Traits from Research

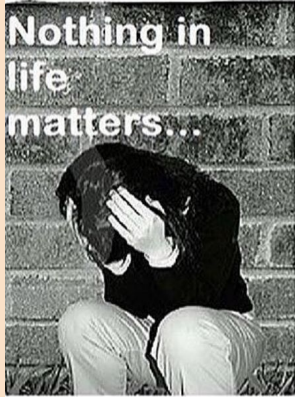
- **Confident**
- **Impatient**
- **Best educated gen**
- **Moral compass**
- **Positive reinforcement**
- **Achievement oriented**
- **Expects flexibility and
change**



Most
Millenials
are over 30
now

Millennials

Nothing in
life
matters...



Gen Z kids



"Best Absurdist since Camus"The Rise of Gen Z

ANIMAL SOUNDS

and



"WOOF"



"MEOW"



"CHIRP"

Gen Z "OOOOF"



gen-z-culture-is FOLLOW

Gen Z culture is debating if it's milk before cereal or vice versa in class and then having that one kid come in and go "I put my bleach before cereal" and then dabbing as the rest of the class laughs and goes "same" while your gen X teacher looks horrified.

#gen z #culture #submission

Gen Z will save us with their dank memes

Stereotypes & Clichés







- **Constantly online**
- **Strange/disaffected**
- **Confrontational**
- **Hyper Liberal**

Generational Traits from Research

- **Constantly connected**
- **Pragmatic/Risk Averse**
- **Absurdist/Individuals**
- **Diverse and open minded**
- **Environmental/Social Justice**

Sandwich Generations

What is Generation Jones?

	<i>The Lost Generation Genjonesers</i>	
	The generation after the Baby Boomers and before Generation X	
		

People born between 1954-57 and 1964



**Things we've been told
about
Generations in the
Workplace**

Here's what the newer research says....

“The findings suggest that differences between...generations..at least in terms of workplace preferences, have perhaps been exaggerated. Both early and later career professionals mostly want similar workplace attributes and professional development opportunities.”

Summary: Workers of all generations have mostly similar workplace values/needs and “generational differences” amongst workers has been overstated

Same Priorities -- Different Order of Importance

Ratings for Select Workforce Benefits (5=Most important)

Retirement plans/pensions



Health benefits



Compensation



Work-life balance



Flexible work arrangements



Training opportunities



Tuition reimbursement



Perks at the office



SOURCE: IPMA-HR survey of government employees

Organizational Philosophy Importance Ratings (5=Most Important)

Environment that encourages employee input/ideas



Organization believes promoting from within



Organization that recognizes employee contributions



Environment that encourages autonomy



Provides good training opportunities/skills



Organizational philosophy of hierarchical respect



Merit-based advancement



Organization where tenure leads to promotions



SOURCE: IPMA-HR survey of state and local government employees

The differences are in communication & motivation



Baby Boomers

- Clear assignments
- Flexibility
- Mentoring / Respect for Talents and Experience
- One on one, small group communication



Gen X

- Autonomy
- Flexibility
- Email/Direct Communication and feedback
- Meaning/ "making a difference"

The differences are in communication & motivation



Millennials

- Flexibility
- Career laddering & assignment variety
- Feedback that's really frequent
- Collaboration
- Being "in the loop"
- Regular opportunities to learn



Gen Z

- Flexibility
- Regular feedback
- Collaboration
- Diversity
- Meaningful rewards and recognition

Generational Differences At Work Are Small. Thinking They're Big Affects Our Behavior

by Eden King, Lisa Finkelstein, Courtney Thomas, and Abby Corrington

August 01, 2019




Stereotypes: Other people's erroneous assumptions about our workplace capabilities

Meta-Stereotypes: what we think/worry others believe about us based on our age group

We found that stereotypes about older people's ability to learn new tasks interfered with the training they received. When trainers believed that they were teaching an older person how to do the computer task, they had lower expectations and provided worse training than when they believed they were teaching a young person. These results demonstrate that poorer training is a direct result of age stereotypes.

Moreover, people's beliefs about what others think about their age group — their meta-stereotypes — can also interfere with their work behavior. A recently published study examined how people react to meta-stereotypes over the course of a work week. As expected, sometimes people react with a sense of challenge (“Oh yeah? I’ll show them!”) and sometimes they report more threat (“Oh no, what if I live up to this negative expectation?”).



Generational differences are more likely to reflect the stage of development of employees, as opposed to their generation.

In other words, the differences between Millennials versus Boomers better reflect changes in perceptions and expectations due to their age and career stage, rather than generational thinking or values.

—Marcel Schwantes, INC Magazine



Thank You!

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