GENERATIONAL TRUTHS

LULAC

Federal Training Institute

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Jeffrey Vargas

Chief Learning Officer

Commodity Futures Trading Commission

WHAT DOES YOUR WORLD LOOK LIKE?

GENERATIONAL EQUALIZER

✓IDENTIFY:

❑NAME OF SONG

❑ARTIST

❑YEAR RELEASED

LEARNING OBJECTIVES

Learn the characteristics of the four generations currently in the workplace

Identify Generational Truths and Generational "conflict in action"

Identify ways to increase generational competence, and mitigate conflict

AUDIENCE INSIGHTS ON LEADERSHIP
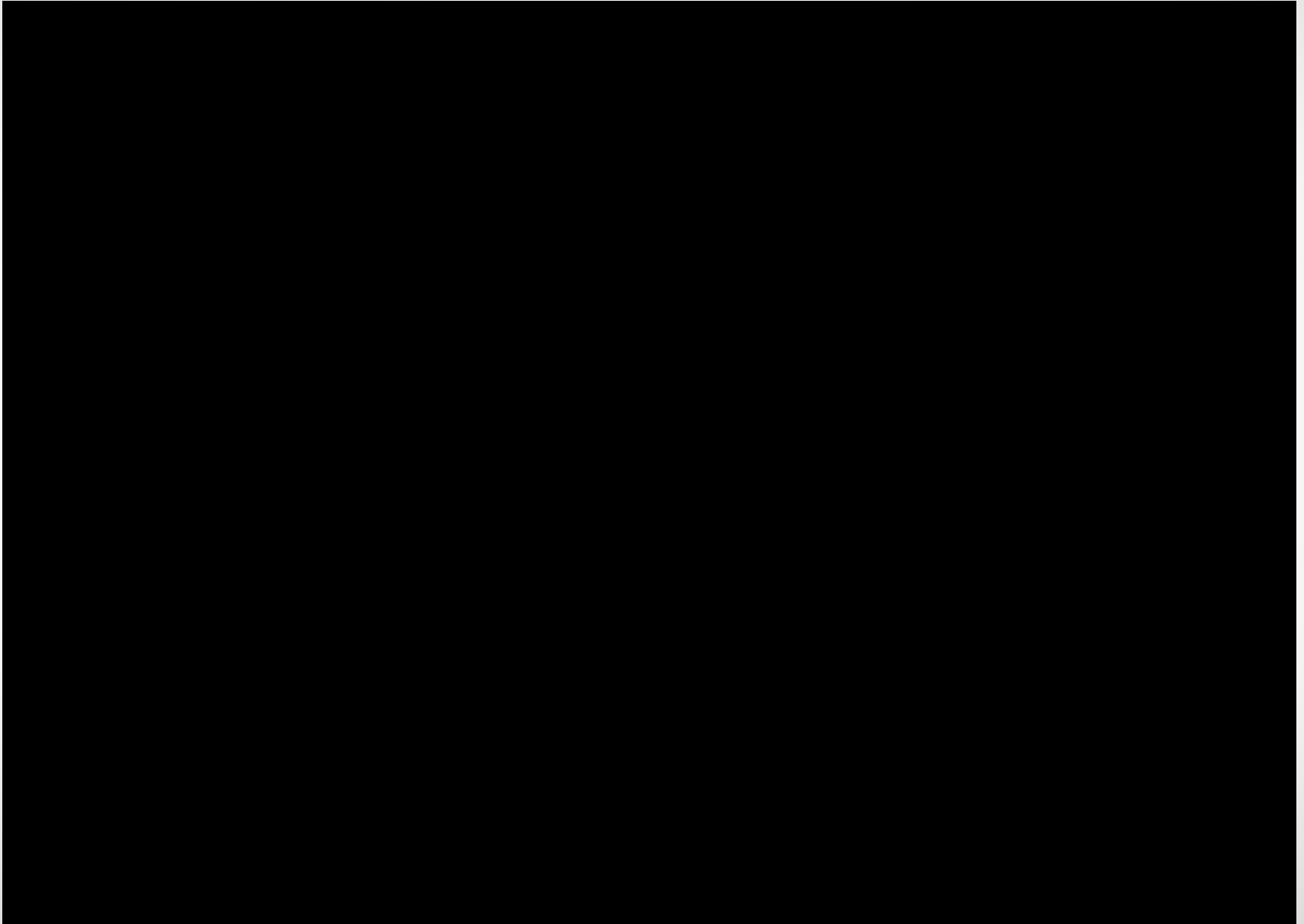
✓ LIST A LEADER
- ❑ **Older than you, or no longer living.**

✓ LIST A LEADER
- ❑ **Around your same age.**

✓ LIST A LEADER
- ❑ **Younger than you.**

GENERATIONAL OVERVIEW

"*...The children now love luxury. They have bad manners, contempt for authority, they show disrespect for adults and love to talk rather than work or exercise. They no longer rise when adults enter the room. They contradict their parents, chatter in front of company, gobble down their food at the table and intimidate their teachers...*"

Socrates 5th Century B.C.

DEMOGRAPHICS

Traditionalist
(1922 – 1945)

Boomers
(1946 – 1964)

Gen X
(1965- 1979)

Millennial
(1979 – 2000)

STATISTICAL INSIGHTS ON GENERATIONAL CRISIS

- ✓ Amount of People Retiring Everyday: 9,000

- ✓ 60+% of employers: experience tension between generations

- ✓ 70+% of older employees: dismissive of younger workers abilities

- ✓ 50+% of younger employees: dismissive of older workers abilities

Source: Managing the Millennial's 2010

STATISTICAL INSIGHTS ON GENERATIONAL CRISIS

- From 2010 to 2030, the portion of the U.S. population over age 65 will grow four times as much as it did in the last 80 years.

Source: Managing the Millennial's 2010

STATISTICAL INSIGHTS ON GENERATIONAL CRISIS

- It is estimated that the Federal workforce is 57% Baby Boom vs. the private sector where baby boomers make up 32% of the Workforce.

THE GENERATIONS

Knowledge
is my
Currency

Hello!
I Plan on Taking
Over in the Next
Few Years!

Traditionalists

Baby Boomers

Generation X

Generation Y

TRADITIONALIST

- Born before 1944
- Between 40-50 million
- Less than 10% of the workforce
- Believers in Organizational Hierarchy
- Logical and Sequential
- Believers in Process
- WYSIWYG's

Knowledge is my Currency

BABY BOOMERS

- Born 1946- 1964
- 78 Million Strong
- Largest Cohort of Government Employees
- Kings & Queens of Political Savvy
- Lead by "Group Consensus"
- Challenge Authority
- Defined by Work, Defined by Past Accomplishments
- Competitive
- Perks are Important

GENERATION X

- 1965-1979
- 50 million
- Independent Workers
  (not tied to Group Think)
- Distrustful of Organizations
- Intent on Balancing Work & Life
- Technologically Savvy
- Interested in Results over Process
- Communication Skills Lacking
- Organizational Truth Tellers
  (self appointed)

GENERATION Y

- IB Graduate
- Undergrad in 3 yrs
- Pursuing Masters
- Business Owner
- World Traveler
- Great Daughter

- Born 1979 – 2000
- 80 Million
- Driven, Entrepreneurial & Impatient
- Most Educated Generation
- Most Technologically Savvy Generation
- Most Programmed Generation
- Lacks Leadership Experience
- Trouble Dealing with Adversity

Truth Chart I
"Areas of Conflict"

GENERATIONAL DIFFERENCES CONFLICT IN ACTION

VIEWS	SILENT	BOOMER	GEN X	GEN Y
Mentorship	Believes it a Duty and Privilege	Wants to Mentor Others	Does not Believe in Mentoring	Desperately Seeks Mentorship
Loyalty	Unquestioned	To the organization	To the Occupation	To Self Interest
Work Priorities	Continue to do what is expected	Focused on contributing & future retirement	Work/life balance	Work on causes that reflect their personalities
Respect	Position & time served	Position, individual input, and time served	Credentials in a profession, tangible results	Innovative ideas

| Area of Conflict	Veterans	Baby Boomers	Generation X	Generation Y
Work Product Completion	"I need a clear beginning, middle and end."	"What I do is a continuous work in progress, I deliver what's need , and I do it just in time"	"What do you need, and when do you need it by?"	"I did everything you asked me to do, why are there changes?"
Leave	Will forgo, for the good of the organization.	Will forgo, for the good of the organization, but expects perks to follow	Makes full use of annual, and sick leave if needed	Expects to take leave right away, will not put life on hold for work
Leadership	"Follow the Leader"	Group is your leader, decisions are made by a group	Self directed, doesn't believe in group think, believes you always lead self	Leadership is doing what you have been asked to do
Tech Savvy	A few	Not many	A large number	Almost all

INSIGHT

GENERATIONAL DIFFERENCES CONFLICT IN ACTION

Traditionals & Boomers

- Experience-focused
- Activity-based
- Belief in youth's potential
- Measured Risk (i.e change wary)
- Understand role of politics (vertical based)
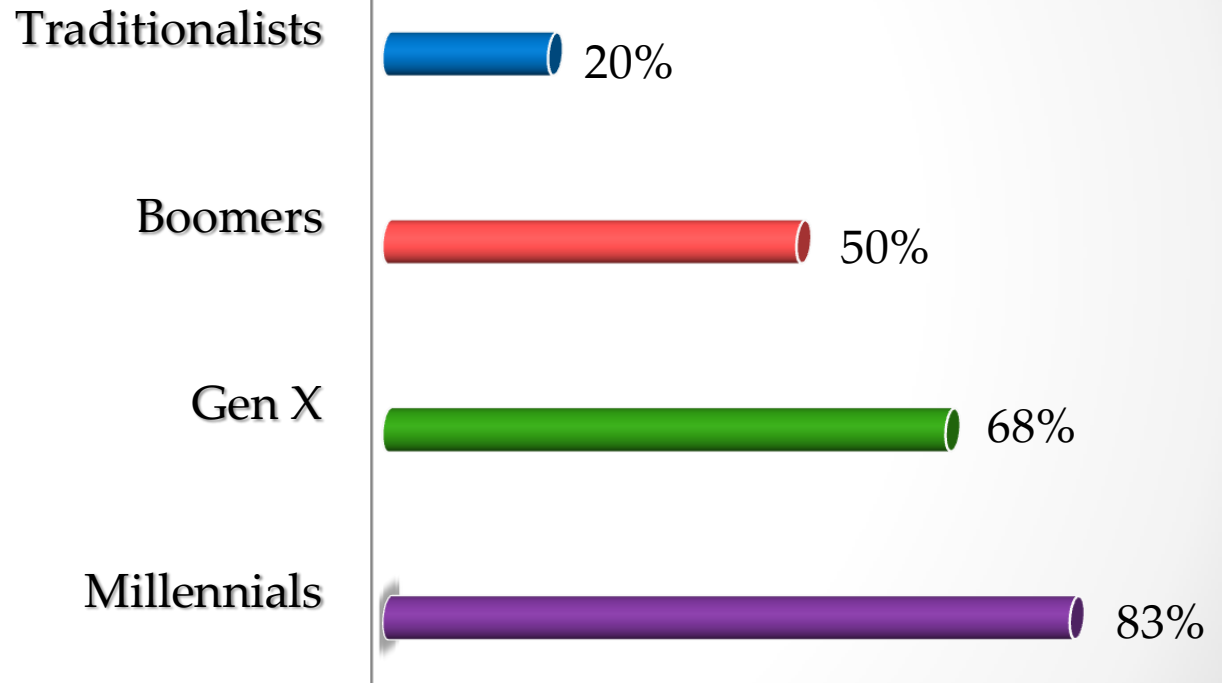- In-person communication
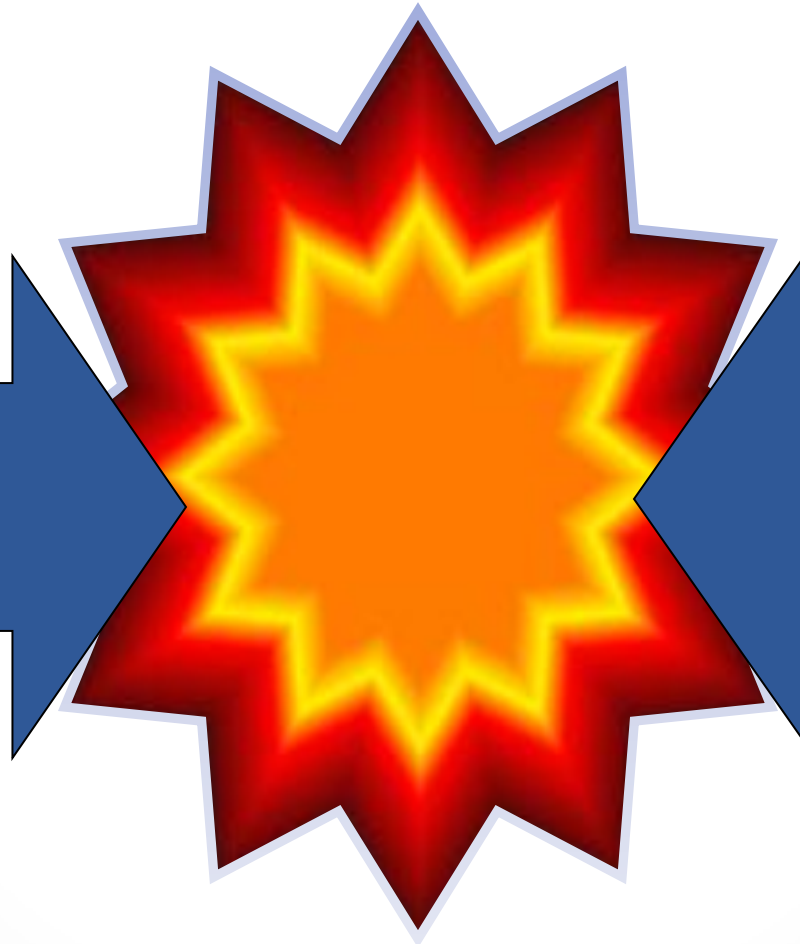
Gen X & Gen Y

- Competency-focused
- Facts and results driven
- Believe they have arrived
- Risk-takers (i.e. trial & error)
- Suspicious of politics (horizontal based)
- Wireless, instant communications

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GENERATIONAL HUMOR

INSIGHTS

Percentage Who Slept with Phones Nearby

Traditionalists	20%
Boomers	50%
Gen X	68%
Millennials	83%

DEMOGRAPHICS
WORLD OF TECHNOLOGY

Traditionalist
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MITIGATE GENERATIONAL CONFLICT TRADITIONALIST

Make time for personal interactions

Demonstrate respect for history and tradition

Embrace hallmarks of family values and good manners

Be linear and logical emphasizing relevant facts

Create opportunities to socialize, particularly between assignments

Honor hard work with formal recognition

MITIGATE GENERATIONAL CONFLICT
BABY BOOMERS

Ask for their input and expertise ("I need you for this task").

Allow them avenues to build consensus

Give them public recognition and awards for their work

Provide them perks in line with their professional status

Place them in charge of projects that build name recognition and demonstrate their leadership savvy

MITIGATE GENERATIONAL CONFLICT GENERATION X

Allow them to prioritize projects as they see fit

Offer regular feedback (constructive and critical)

Encourage the pursuit of interests outside of work

Create opportunities for fun at work

Utilize the latest computer technology

Provide perks as requested

MITIGATE GENERATIONAL CONFLICT GENERATION Y

Promote in-house education and training.

Encourage autonomy, diversity, communications , teamwork, openness to ideas, and respect.

Act like a coach.

Offer challenging assignments.

Provide state-of-the-art resources - Encourage utilization of technology.

Keep up with their pace -- Fast-paced communication is key to keep their interest.

Involve them in a partnership -- Solicit their ideas and contributions, and work with them as a team.

Employees
To Do List

- Check yourself at the door – you are entitled to pay and benefits, everything else is at management discretion.

- View issues outside of your generational lens

- Find a mentor from another generation (yea, that mean's boomers are mentored by gen x or y).

- Be a mentor to employees from another generation

- Ask for clarification on expectations, seek to reduce generational conflict

Managers
To Do List

- Acclimate your Employees to the world of work, not just their job.

- Accept/Recognize we now have a ""Plug and Play" Workforce

- Set Clear Expectations of your Workers, and Stick to them.

- Stop making Accommodations to Win Loyalty .

- Inform Employees that their Career Path is their Responsibility.

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THE WORKFORCE - 2016

- **Traditionalists** will make up **7.6%** to the overall labor force.

- **Baby Boomers** are projected to fill **27.2%**, of the work force

- **Gen X** will briefly become the majority shareholder making up **33.2%** of the work force

- **Gen Y** will make up **32%** of the workforce

Source: Bureau of Labor and Statistics

FUTURES CHALLENGE FOR THE GOVERNMENT

NEIGHBOR SHARE ACTION ITEMS

Discuss Things You Need to:

- Start Doing

- Stop Doing

- Do More

GENERATIONS IN SUMMARY

Corporate Culture is Influenced by Generational Dynamics

Veterans/ Traditionals	Baby Boomers	Generation X	Generation Y
"Honest pay for honest work"	"Work Ethic = Worth Ethic"	"I Can Do That"	"Hurry and Achieve"

CONTACT INFORMATION

Jeffrey Vargas
Chief Learning Officer
Commodity Futures Trading Commission
jvargas@cftc.gov