

# TAKE-5 FOR INCLUSION & DIVERSITY

## GENERATIONS IN THE WORKPLACE (BY MICAH HOESLY)

### Introduction

**Scenario 1:** Max, a master shipbuilder, spreads out a large drawing on the table to locate an item on the ship. Amy, an apprentice, quickly finds the same job with the new company tablet. Max wonders if new employees will be trained on how to read a standard drawing. Amy wonders why Max doesn't value this new media in the same way.



**Scenario 2:** Susie prefers to call people over the phone, while Yvonne (a recent high school grad) prefers to text. Susie thinks texting is more work than a simple phone call, while Yvonne sees texting as quick and easy.

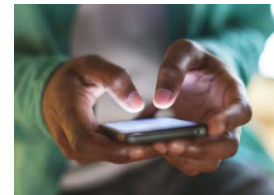
**What types of communication challenges do you see? How have the changes in technology affected communication with your team?**

### How Many Generations Are In The Workplace?

Five different generations are working together at Newport News Shipbuilding, and each generation communicates differently.

### The Five Generations and Some of The Traits Associated With Them:

- **Traditionalists were born 1945 and before.** Traditionalist's value hard work and sacrifice, and respect authority. They adhere to rules, and duty comes before fun. Prefers a more formal way of communicating.
- **Baby Boomers were born 1946 to 1964.** Baby Boomers are workaholics, resourceful, and desire quality. They're team oriented and desire personal fulfillment. Prefers to talk face-to-face.
- **Generation X were born 1965 to 1980.** Gen X eliminates the task, wants structure and direction, and values a work/life balance. They are technology experts and independent thinkers. Prefers a direct-style of communication.
- **Generation Y (or Millennial's) were born 1981 to 1995.** Gen Y is highly socialized, confident, and ambitious. They're tech savvy, tolerant, and goal oriented. Prefers to communicate through email/voice mail.
- **Generation Z were born 1996 and after.** Gen Z are multi-taskers, self-starters, and internet dependent. They're willing to challenge tradition, and value transparency. Prefers to communicate through texting.



### Things to Remember

- **Listen well:** Take time to understand and appreciate each generation's perspective.
- **Be open-minded:** Try not to be biased while someone is sharing their idea or opinion.
- **Value everyone:** Regard everyone as an individual with value.

### RECAP:

Each generation views technology in a different way. Keep an open mind. Getting to know and appreciate another generation's view of the world is a powerful step to good communication.