



**Please Respect My Generation!
5 Generations At Work**

Reproducible Materials

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PREVIEW ONLY

GENERATION 9/11

“YOUR TAKE” Quick Quiz

- 1. In general, when were members of Generation 9/11 born?**
- 2. What are some common traits of Generation 9/11?**
- 3. What circumstances helped define Generation 9/11?**
- 4. What differentiates Generation 9/11 from the Millennials?**
- 5. What traits do Generation 9/11 share with Traditionals?**

THE MILLENNIALS

“YOUR TAKE” Quick Quiz

1. **In general, when were Millennials born?**
2. **What trait(s) commonly defines the Millennials?**
3. **How do their social and work lives interrelate?**
4. **How can we help Millennials do well in the workplace?**

5. What traits do Millennials share with Generation 9/11?

GENERATION X

“YOUR TAKE” Quick Quiz

1. In general, when were Generation Xers born?

2. What traits of other coworkers might annoy Generation Xers in the workplace?

3. If a Generation X coworker may seem impersonal or rude, what else could be occurring?

4. What kind of work environment did Generation X help usher in?

5. What traits do Generation X share with Millennials?

BABY BOOMERS

“YOUR TAKE” Quick Quiz

1. In general, in what years were the Boomers born?

2. What do Boomers value highly in the workplace?

3. Name a couple of things that Boomers appreciate being told?
4. How do Boomers need to communicate to other generations?
5. What did the Boomers usher in for other generations?

TRADITIONALS

“YOUR TAKE” Quick Quiz

1. In general, in what years were the Traditionals born?

2. **Why are so many more Traditionals still in the workplace?**
3. **What childhood circumstances helped shape them?**
4. **What traits did that kind of childhood help shape?**
5. **What are some stereotypes about Traditionals?**

WHAT CAN I DO?

There are many things you can do to keep generational issues or biases out of your workplace. Remember the following:

First, understand that our generation, like our ethnic traits or other personal characteristics, help make us who we are. These differences contribute to a diverse and vibrant workplace.

Respect those differences.

Try to understand those differences and think positively about them.

Treat others with respect at all times.

Try to avoid all stereotypes, be they negative or positive.

Remember that all traits of a generation may not apply to everyone in that generation.

Try to be flexible with others.

Explain to others why it is wrong if you feel that you're being stereotyped.

Try to learn from each other what each generation has to offer.

Pre/Post-Assessment Test—Facilitator, allow the test takers to fill in as much as they can. You can revisit this test and have employees check their new answers against their previous ones to stimulate discussion.

1. What one or two words do you associate with each generation?

Generation 9/11

Millennials

Generation X

Baby Boomers

Traditionals

2. Can you think of any generational stereotypes, negative or positive, that you may encounter in the workplace?

3. Do you believe you have generational biases yourself. If so, what are they?

4. What is your generation, and what are some traits associated with it?

5. **Should we treat each generation differently? Or the same? Explain.**
6. **Do you feel singled out because of your generation? Why and how?**
7. **Do you single out specific generations, and consider them as a group negatively or positively? Which one(s) and why?**
8. **Is there one way all generations should be treated?**
9. **Do you feel there are generational issues in your workplace? Can they be solved and how?**
10. **Can you explain why each of the five generations has the traits, stereotypes and reputation it has?**

ROLE-PLAYING SCENARIOS

Generation 9/11

1. **You are hired as a customer service/order assistance representative. A man comes in and when you ask him how you can help him, he says, “Can I see someone older than twelve who might know what they are doing?” You are bothered by his remark. What do you say to him, what do you do, and what do you say to your manager later?**

2. **You notice that a new, young coworker has started her first day in your department. She seems shy, reticent about asking questions and a bit nervous as she starts her job. At one point you notice that she is confused about how to do something. You wonder what to do. What *do* you do?**

ROLE-PLAYING SCENARIOS

Millennials

1. **You're on break, catching up on a few things at your desk. You text a friend a short note saying you'll meet him at the movies that night. Soon an older coworker appears and tells you that you're not supposed to play on your phone while at work. What do you say to this person?**

2. **You are eating lunch in the break room when you overhear a couple of older coworkers saying "that's so gay" and that another coworker is a "closet case." You wonder what to do, considering you have many gay friends. Is it any of your business? Do you say something about it to a manager or to the coworkers immediately? What do you do?**

ROLE-PLAYING SCENARIOS

Generation X

1. **Your manager absolutely refuses to budge on some work techniques you'd like to integrate into your department's workflow. You've been very blunt and insistent that your way is better and more efficient. Your manager insists you do it his way. You are trying to think of a way to get him to change his mind. What do you ultimately do?**
2. **You've been feeling very stressed lately, and would like to begin a yoga class that meets on Wednesday mornings. But it would mean you would be fifteen or twenty minutes late for work on Wednesdays. You wonder how you should broach the topic with the person at work who does the scheduling, a notorious stickler for punctuality. What do you say?**

ROLE-PLAYING SCENARIOS

Baby Boomers

- 1. You assigned one of your best employees a presentation to do four days ago. You expected it to be done by the next day, but haven't heard anything about it. Now you're getting anxious and a little bit angry. You call him into your office and ask why the presentation isn't done yet. He explains that he's been working on several presentations at the same time and had no idea you needed it the next day. You become even more angry at his response. Then you think about it and realize you have to work differently with younger workers. You gather your thoughts and talk to the younger man. What do you say?**
- 2. A coworker recently requested a promotion. She's a good employee but she never puts in the long hours you do, never stays late or comes in over the weekends to help. One day you ask her why she thinks she deserves the promotion. What does she say, and what do you say? How is this reconciled in a positive way?**

ROLE-PLAYING SCENARIOS

Traditionals

1. **You're a lot older than many of the employees in your office. You notice that although the three youngest are always nice to your face, you see them giggling sometimes and looking at you. You wonder what they are saying and whether they are making fun of you. One day, you confront one of them as he passes your desk. What do you say? And what does he say back?**

2. **You enjoy your job, and you have no intention of quitting right now. It keeps you busy, and you enjoy your coworkers very much. You've been with this company a long time, and as long as they'll keep you, you'd like to stay. You do a great job (you know the ins and outs like no one else). One day a coworker comes by and says "Shouldn't you be retired by now, Pops?" What do you say to this coworker, and what does the coworker say back?**