



**NORTH CAROLINA AGRICULTURAL
AND TECHNICAL STATE UNIVERSITY**

Manager Development Program
Spring Semester Symposium
January 2020



Manager Development Program - Spring Symposium

Bridging the Gap: Managing the Chaos of a Multigenerational Workforce

Diversity is the _____, _____ is the new model.

There is a fundamental human need right up there with water and food for people _____.

In America we are making history, there are _____ generations in the workforce.

N.C. A&T has _____ generations working side by side.

Who made the last two decisions for your department/team? Why?

How are you including diverse ideas and creating a shared vision for your department?

We must be intentional to be inclusive, or else, we are being intentional about being exclusive.

List the current generations at N.C. A&T

Self-Quiz

Circle the description that best describes your perception of work in each row. Subtotal your score for all rows, then add for a Total Number.

	4	3	2	1	Score
Attitude toward job description	If they ask me to do a task, I just do whatever I'm asked to do.	If they ask me to do a task, I will find a better way to do it.	If they ask me to do a task, I want to know "what's in it for me?"	If they ask me to do a task, I only do what is in my job description.	
Role of working women	Women should stay home and raise the children.	Women have come a long way. Some women are even capable of holding high level positions within an organization.	Women should have the same opportunities as men in the workplace.	Is there a difference between men and women?	
Perception of work life	I'll work at the same company from cradle to grave.	I'll work at a company well into my 60's, and then maybe do something else.	I'll work at a job until something better comes along – more money is always better but opportunity for quick advancement is best. I don't want to jump through endless hoops to get promoted.	Work? I thought we were supposed to have fun and experience all we could. If it feels like work, I don't want any part of it!	
Attitudes toward working hours	Working long hours every day shows your commitment to the organization. Your family will always be there, but the company may fail if I don't work hard.	It's hard to balance work and family, but work should come before family if a choice needs to be made.	I'll work from 8-5, unless something very important comes up. Flexibility on the job is really important to me.	Standard working hours? If there's nothing interesting to do at work I should be able to go home. Getting in early is also a problem.	
Total:					

If you scored 13-16 points you like a Baby Boomer; 10-12 points as a Generation X; 6-8 points like a Millennial; 4-6 points like a Gen Z

Odgers, P. (2008), *The World of Customer Service*, Thomson/South-Western

Find someone from as many generations as possible to complete the chart in the time given.

In your generation...	Boomers	Gen X	Millennial (Gen Y)	Gen Z
Who was the top artist?				
What was the top song?				
What were/is the historic moment(s) of your generation?				
When growing up, how did you meet people you were attracted to?				
How were/are marginalized people treated when you were growing up?				
What are the core values of your generation?				
What would people do in private but are afraid for people to know in public?				
What were/are the biggest challenges?				

Using the following table, indicate the steps you could take to increase the performance quality of each generation of workers in your department within the job-related categories below.

	Boomers	Gen X	Millennial (Gen Y)	Gen Z
Communication Skills				
Adherence to standard working hours				
Promotions				
Repetitive job assignments that need to be done each month				



5 Ways to Foster Inclusion through Collaboration in a Multigenerational Workforce

1.

2.

3.

4.

5.



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