

# FA Experts

*Financial Aid Training and Consulting*

---

## **The Multi-Generational Workforce**

FA Experts Professional Training Seminars

## The Facts

- In the next 10 years, a large portion of the work force in America will retire.
- Two-thirds of the new workplace will come from Gen X and Millennials (others will come from those retirees seeking a second profession).
- This turnover will have a significant impact in the nature of the workplace.



# The Generations Side By Side

- Veterans
- Baby Boomers
- Gen X
- Millennials (Gen Y)

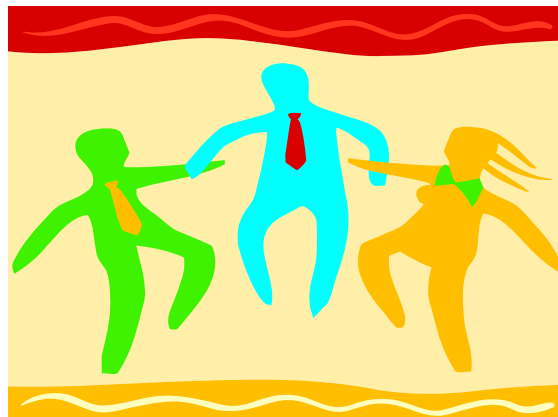


**FA Experts**

*Financial Aid Training and Consulting*

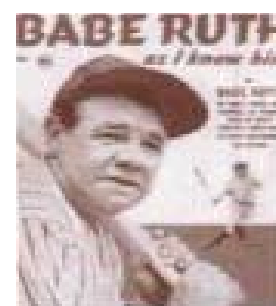
Professional Seminar Series

# Who makes up these generations???



# Veterans -“The Great Generation”

- Born: 1922 – 1943
- Hence mostly retired now...
- Heroes: Superman, Franklin & Eleanor Roosevelt, Churchill, Patton, Eisenhower, Audie Murphy, Babe Ruth, Joe DiMaggio



**FA Experts**  
*Financial Aid Training and Consulting*

Professional Seminar Series

# Veteran Core Values

- Dedication/sacrifice
- Hard work
- Conformity
- Law and order
- Respect for authority
- Patience
- Duty above pleasure
- Honor



**FA Experts**

*Financial Aid Training and Consulting*

**Professional Seminar Series**

# Baby Boomers

- Born: 1943 – 1960 (Children of Builders)
- Heroes: Ghandi, Martin Luther King, Jr. John and Jackie Kennedy, John Glenn



**FA Experts**

*Financial Aid Training and Consulting*

**Professional Seminar Series**

# What they remember...

- The “Ed Sullivan Show”
- Fall-Out Shelters
- Poodle Skirts
- Slinkies
- Hula Hoops
- “Laugh In”
- The Peace Sign



**FA Experts**

*Financial Aid Training and Consulting*

**Professional Seminar Series**



## Boomer Core Values

- Optimism
- Team Orientation
- Personal gratification
- Health and wellness
- Personal growth
- Youth
- Work
- Involvement

**FA Experts**

*Financial Aid Training and Consulting*

---

Professional Seminar Series

# What Boomers bring to the job

## ○ Assets

- Service Oriented
- Driven
- Willing to go the extra mile
- Good at relationships
- Want to please
- Team players

## ○ Liabilities

- Not “budget minded”
- Uncomfortable with conflict
- Hesitant to go against peers
- Tend to put process ahead of results
- Overly sensitive to feedback
- Judgmental of those who see things differently
- Self-centered – can have problems with authority

**FA Experts**

*Financial Aid Training and Consulting*

## Expressions that Motivate

- “You’re important to our success”
- “You’re valued here”
- “Your contribution is unique and important”
- “We need you”
- “You’re worthy of respect”
- “We approve of you”

# What Other Generations Say about Boomers

- EXers say...

- “They’re self-righteous”.

- “They’re workaholics.”

- “They don’t walk the talk.”

- “Lighten up; it’s only a job!”

- “Get outta my face!”

- Millenials say...

- “They ‘re cool. They like the music I like.”

- “They work too much.”

**FA Experts**

*Financial Aid Training and Consulting*

# Getting along with Boomers

- Demonstrate that your work ethic equals theirs.
- Be nice, warm, friendly and find opportunities for agreement and harmony.
- Ask questions. Boomers love to share.
- Let them know you value their time and effort.
- Ask them, don't tell them.



# Gen Xers

Born: Between 1961 and 1982  
(Children of Boomers)

Heroes: None



# What they remember...

- The “Brady Bunch”
- Pet Rocks
- Platform Shoes
- “The Simpsons”
- “Dynasty”
- “ET”
- Cabbage Patch Dolls



**FA Experts**

*Financial Aid Training and Consulting*

Professional Seminar Series

# Core Values

- Diversity
- Global Thinking
- Balance
- Technoliteracy
- Fun
- Informality
- Self-reliance
- Pragmatism
- “What’s in it for me?”

**FA Experts**

*Financial Aid Training and Consulting*



# What Gen Xers bring to the job

## ○ Assets

- Adaptable
- Techno-literate
- Independent
- Not intimidated by authority
- Creative
- Comfortable with change
- Work around obstacles

## ○ Liabilities

- Impatient
- Lack confidence in people and institutions
- Inexperienced
- Cynical
- Defensive



**FA Experts**

*Financial Aid Training and Consulting*

## Expressions that Motivate Xers

- “Do/Have it your way.”
- “You’ll have autonomy when working on the project.”
- “You’ll have fun here...”
- “Here is some constructive feedback (will take this more from Boomers than other generations).”
- “Your individualism is valued here.”

# What Other Generations Say About Exers

- Boomers say...
  - “They’re slackers”.
  - “They are rude and lack social skills.”
  - “They spend too much time on their computers.”
  - “They don’t wait their turn.”
- Millennials say...
  - “Cheer up!”

## Getting along with EXers

- Don't ask them to stay too long after the workday ends.
- Contact them using technology.
- Keep contacts brief and to the point.
- Make them feel like you view them as those “in the know.” (“We need your input.”)
- Create an informal atmosphere with them.
- Don't preach to them.

# Millennials a.k.a. Nexters, Gen Y, or Echo Boomers

**Born:** Between 1980 and 2000

**Heroes:** Michael Jordan, Princess Diana, Mark McGwire or Sammy Sosa, Mother Theresa, Bill Gates, Mia Hamm



**FA Experts**

*Financial Aid Training and Consulting*

Professional Seminar Series

# What they remember...

- Teenage Mutant Ninja Turtles
- Tamagotchi
- Beanie Babies
- Oprah and Rosie
- Spice Girls
- X Games
- Barney
- Pogs



**FA Experts**

*Financial Aid Training and Consulting*

**Professional Seminar Series**

# Core Values

- Optimism
- Civic Duty
- Confidence
- Achievement
- Sociability
- Morality
- Street smarts
- Diversity
- Family oriented
- Tolerance



**FA Experts**

*Financial Aid Training and Consulting*

**Professional Seminar Series**

# What Millennials bring to the job

## ○ Assets

- Involved in collective action
- Optimism
- Tenacity
- Heroic Spirit
- Multitasking abilities
- Technologically savvy

## ○ Liabilities

- Need for supervision and structure
- Inexperience, especially with dealing with difficult people situations
- Itchy Feet

**FA Experts**

*Financial Aid Training and Consulting*

---

Professional Seminar Series



# Expressions That Motivate Millennials

- “You’ll be working with other bright and creative people.”
- “We respect your opinion.”
- “You can make a real difference to our office.”
- “With your technical abilities, you can be a real hero here.”

# What Generations say about Millennials

- Boomers say...

- “They’re cute”.

- “They need more discipline.”

- “They need to entertain themselves better.”

- “Can you do a web page for me?”

- EXers say...

- “Neo-Boomers!”

- “Here we go again, another self-absorbed generation of spoiled brats.”



**FA Experts**

*Financial Aid Training and Consulting*

---

Professional Seminar Series

# Getting along with Millennials

- Be aware of and sensitive to the differences between Xers and Millennials.
- Allow for innovation and creativity.
- Provide plenty of professional development.
- Provide older mentors for Millennials (usually avoid Gen X and other Millennials).

# The Key to Engaging Individuals at Work

- Listen more than you talk.
- Keep in mind that different generations have different needs.
- Always be on the lookout for new talent.

*“Talkin’ about my Generation...”*

*- The Who (1965)*

**FA Experts**

*Financial Aid Training and Consulting*

---

Professional Seminar Series