

# 2025

## ANNUAL TRAINING CONFERENCE

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SEPTEMBER 22 – 26 | CHICAGO, IL

Leading a Multi-  
Generational Workforce

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*"Amplifying Our Impact"*








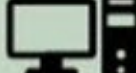

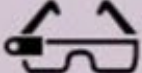


# Workshop Objectives

Equip leaders with practical tools to

- ☐ Harness age and career-stage diversity
- ☐ Reduce friction
- ☐ Accelerate collaboration

# Stand Where You Land

Generation	Greatest / Silent	Baby Boomers	Gen X	Millennials	Gen Z
Communication Style	 Letter	 Telephone	 Email / SMS	 Instant Message	 Emojis
Key Technology	 Car	 TV	 PC	 Smartphone	 AR/VR
Music	Jazz Swing	Elvis Beatles	Nirvana Madonna	Britney Spears Justin Timberlake	Justin Bieber Taylor Swift
Life-Defining Events	World War I and II Great Depression	Cold War Moon Landing	End of Cold War Live Aid	9/11 Terrorist Attacks Iraq War	Post-Great Recession Arab Spring



# Silent Generation

*before 1945*

- Agreeable, pliable, silent
- Not familiar with technology
- Personal interactions
- Managerial experience
- Pension plans are a priority



# Baby Boomers

**1946 - 1964**

- Rapid technology improvements (TV, early computers), social unrest
- Traditional recruiting process
- Face-to-Face interactions
- Do not like changing jobs
- Prefer mentoring younger groups

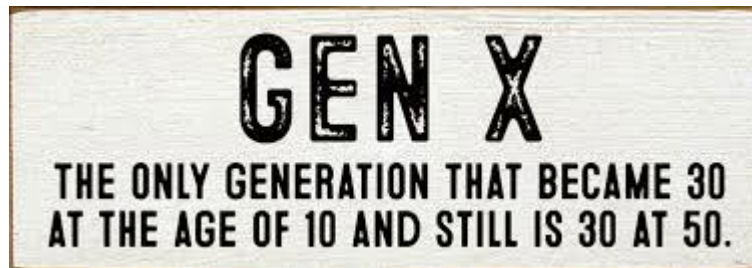




# Generation X

**1965 - 1980**

- “Latchkey” generation
- Can adapt to technologies to some extent
- Financially responsible
- Self-reliant





# Millennials/ Gen Y

**1981 - 1996**

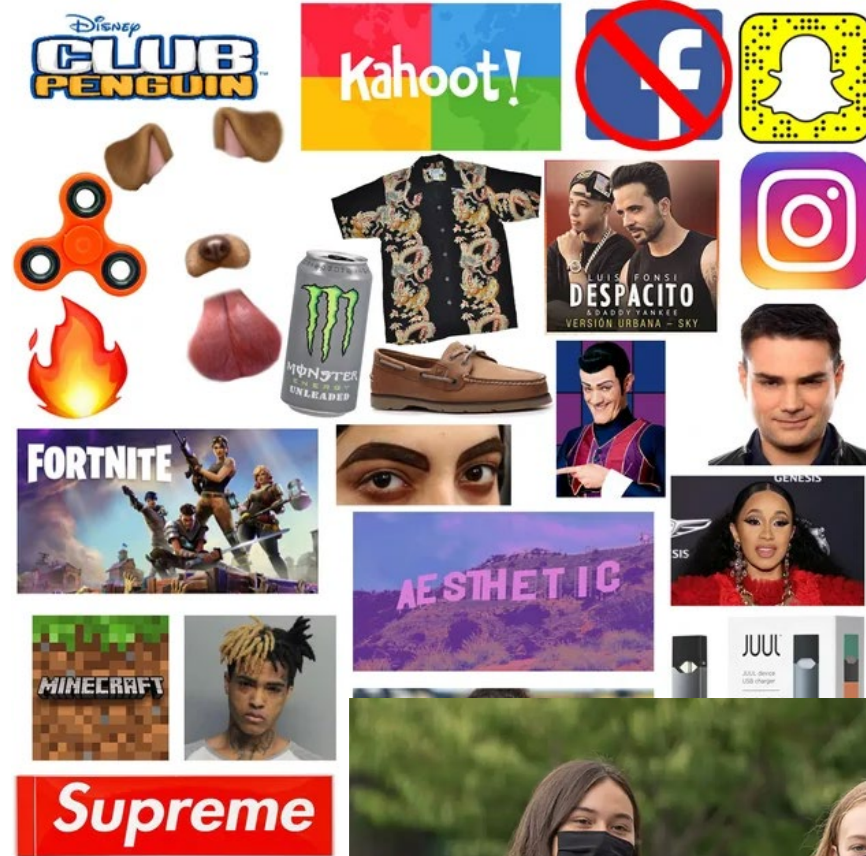
- Came of age at rise of the Internet
- Digital natives, tech friendly
- Want to lead
- Purpose-driven
- Want to be judged by the quality of work (not hours of work)



# Generation Z

1997 - 2012

- Internet, smartphones always in their life
- Extremely comfortable with the latest tech
- Mental health, prone to anxiety, seeking stability
- Nutrition is in (but not fad diets)
- Prefer flexible working hours
- Prefer diverse workplaces





# SOAR over SWOT

STRATEGIC  
INQUIRY

APPRECIATIVE  
INTENT

## *Strengths*

What are our greatest strengths, what do we value most?

## *Opportunities*

How can we improve, collaborate more effectively with other generations?

## *Aspirations*

What is our preferred future? Highest hopes for the future?

## *Results*

What are the measurable results and most desired impact?

*Adapted from Stavros, Cooperrider, Kelley (2003)*

## ACTIVITY 3: SOAR Analysis



⇒ *By Generation (tables of 6-8)*

### Instructions:

As a group, discuss the following:

- **Strengths:** What does your generation do exceptionally well at work?
- **Opportunities** : What might you improve upon, to strengthen performance, collaboration and cohesion across generations?
- **Aspirations/Results** : What are your highest hopes for the future? What would you like to see new, better and different in the future, related working across generations?

*Capture on chart paper 3 -5 strategies, solutions, suggestions to improve multi-generational workplace*



**Key Learning**

**Appreciation**

**1st step for putting  
into practice**



## Managing Multigenerational Workforces



<https://www.surveymonkey.com/r/6XWWTYV>

## Your Feedback Matters!

Please complete the session evaluation survey. Your feedback directly impacts future conference sessions.



# Managing Multigenerational Workforces



<https://forms.office.com/r/RjaHMSTDBb>



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EDUCATION**

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