



EFR EMPLOYEE & FAMILY RESOURCES

GENERATIONAL FRICTION



DIFFERENT VALUES CAN MAKE TEAMWORK DIFFICULT. HOW CAN YOU COMBAT FRICTION WITH YOUR CO-WORKERS?

Discover how you can better connect and communicate with the different generations on your team, as well as how to understand and appreciate the different values that drive generational attitudes.

The workplace has shifted in the last few years. Workers from different generations, who hold contrasting values and attitudes, are facing friction as they learn how to work productively together.

Some friction at work is inevitable, but you can ease the tension by considering how your co-workers' generation might be affecting how they work with you. Here are some of the values each generation holds in the workplace:

BABY BOOMERS (1946-1964)

Baby Boomers grew up amidst war and numerous social movements in a time where communication

was done through snail mail, by phone, or face-to-face. They value:

Respect of their experience

Acknowledge their expertise, time with the company, and title. Give them an opportunity to absorb information and process their thoughts before offering your own opinions and conclusions.

Boundaries

Baby Boomers are accustomed to traditional workplace relationships, where interactions with co-workers were often business-only. So don't take it personally if they're not comfortable spending time together outside of work.

Preparation

Baby Boomers didn't have the countless digital distractions workplaces deal with each day.

They appreciate attention, focus, and detail-orientedness.

GENERATION X (1965-1979)

Generation X-ers grew up with corporate and government scandals, causing skepticism of the status quo. They also had parents who worked long hours, leaving them to develop their own autonomy and independence. They value:

Independence

Generation X-ers are known for their do-it-yourself-to-do-it-right mentality. Don't take it personally if they want space or prefer to work independently -- they work better solo.

Accuracy and efficiency

Cut to the chase with Gen X-ers, as they don't appreciate "fluff" or sloppy

IMPORTANT NOTE

*These are characteristic attitudes of each generation, **not** of every person from that generation.*



communication. They do, however, appreciate conciseness and accuracy.

Walking the talk

Generation X-ers are more likely to respect your actions than your title or credentials. Therefore, if you ask for feedback, be prepared to get honest feedback. Have your part of the project done when you said you would.

MILLENNIALS (1980-1995)

Millennials are often referred to as "digital natives," having grown up with the Internet and digital devices. They value:

Frequent feedback

Millennials desire frequent and immediate feedback from their peers so they can clearly understand what they're doing well and what they need to improve. Be sure to direct any criticism to the task at hand, not them personally.

Inclusivity

Millennials have been trained to be

collaborative and involved. They learn and grow through brainstorming sessions, and want to feel like a contributor on a team.

Transparency

Growing up with the Internet meant Millennials are used to finding answers in a few clicks. They desire open communication that gives them bigger picture information.

GENERATION Z (1996-)

Generation Z-ers grew up surrounded by technology at their fingertips. They were also just kids when the Great Recession hit in 2008. They value:

Competition

Generation Z-ers like working on their own and being judged on their own merits, versus that of a team. They also work to stay relevant with skill development, and are motivated to work hard, especially if they will be rewarded for their efforts.

Security and stability

A portion of Gen Z-ers lives may have been defined by struggles related to the recession. They care about making a difference, but prioritize ensuring a stable life outside of work.

Work-life balance

Young employees from this generation are born multi-taskers that bounce back and forth between digital conversations, work, entertainment, and more. As more work processes digitize, this constant attention creates stress that can lead to burnout.

Trying to ease the tension of multiple generations working together doesn't come naturally to everyone. Your Employee Assistance Program offers **free life coaching** to help you develop the soft skills necessary for communicating more effectively with your co-workers. Call **800-327-4692** anytime to begin growing your skills!

WELLNESS

Total Well-Being



In prior years, the term "good health" was typically in reference to how someone felt physically and focused on areas such as weight loss, tobacco use, and exercise. As generations have evolved, so has the world of health and wellness. While health and wellness have always encompassed more than the physical dimension, today there is much greater emphasis on those other areas and a shift to the concept of total well-being.

Total well-being includes aspects of one's life such as emotional health, social engagement, financial awareness and stability, to name just a few. Think about what health and well-being mean to you and how they might mean something else to a friend or family member, especially those of a different generation.



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