



## How generations are evolving the workplace

Andy Johnson



**1** The multi-generational workplace

**2** Generation trends in the workplace

**3** Meeting the challenge















Four  
generations  
working side  
by side

Baby Boomers  
born 1946-64



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Source: PEW Research Centre

# Baby Boomers





# Baby Boomers



55-73



Executive level



Regimentation,  
corporate heirarchy

# Generation X





# Generation X



38-54



Management



Work hard, play  
hard

# Millennials





# Millennials



23-37



Employees



Self-centred work ethic

A close-up portrait of a young woman with long, dark hair, looking slightly to the right of the camera with a neutral expression. The background is a soft, out-of-focus light blue and white. In the top right corner, there is a dark teal rectangular box containing the text "Generation Z" in white, sans-serif font.

# Generation Z





## Generation Z



16-22



Interns/Graduates



Natural  
Entrepreneurs







Source: Deloitte/LEO Learning

By 2020  
Millennials will  
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Just **1%** of HR  
Professionals say that  
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It takes up  
to **7 weeks**  
to replace  
someone



*Source: Deloitte/LEO Learning*



## How generations are evolving the workplace

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## Generational trends in the global workplace

Remote working

Job hopping

Attention Literacy

Me-centricity

Global teams

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# Remote working





# Remote working







- Exponential growth of technology



- Exponential growth of technology
- Increased technical competence



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- Flexibility is seen as a right

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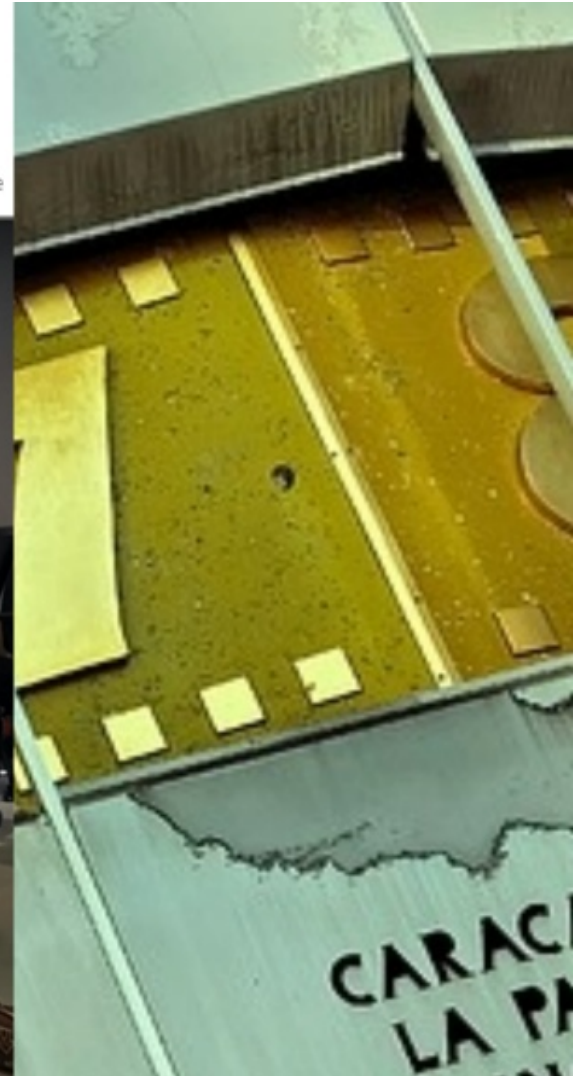


# Technology Competence



**Bethany Lang** • 3rd+  
Head Of Operations at User Conversion  
1mo

Today's the first day since announcing our fully flexible working policy that I've seen this .. an entire department is working at home today. I won't lie, there's a control freak inside me (who I fight daily) that was ...see more



- 
- Exponential growth of technology
  - Increased technical competence
  - Flexibility is seen as a right



- 
- The background of the slide is a photograph of an airport terminal. A large sign is visible with several city names: "EDMONTON DENVER", "NEW ORLEANS", and "MEXICO CITY". There is also a large number "5" on the sign. The image is slightly blurred and has a blue tint.
- Exponential growth of technology
  - Increased technical competence
  - Flexibility is seen as a right
  - Strategies should incorporate processes around communication, coordination and culture

# Job hopping

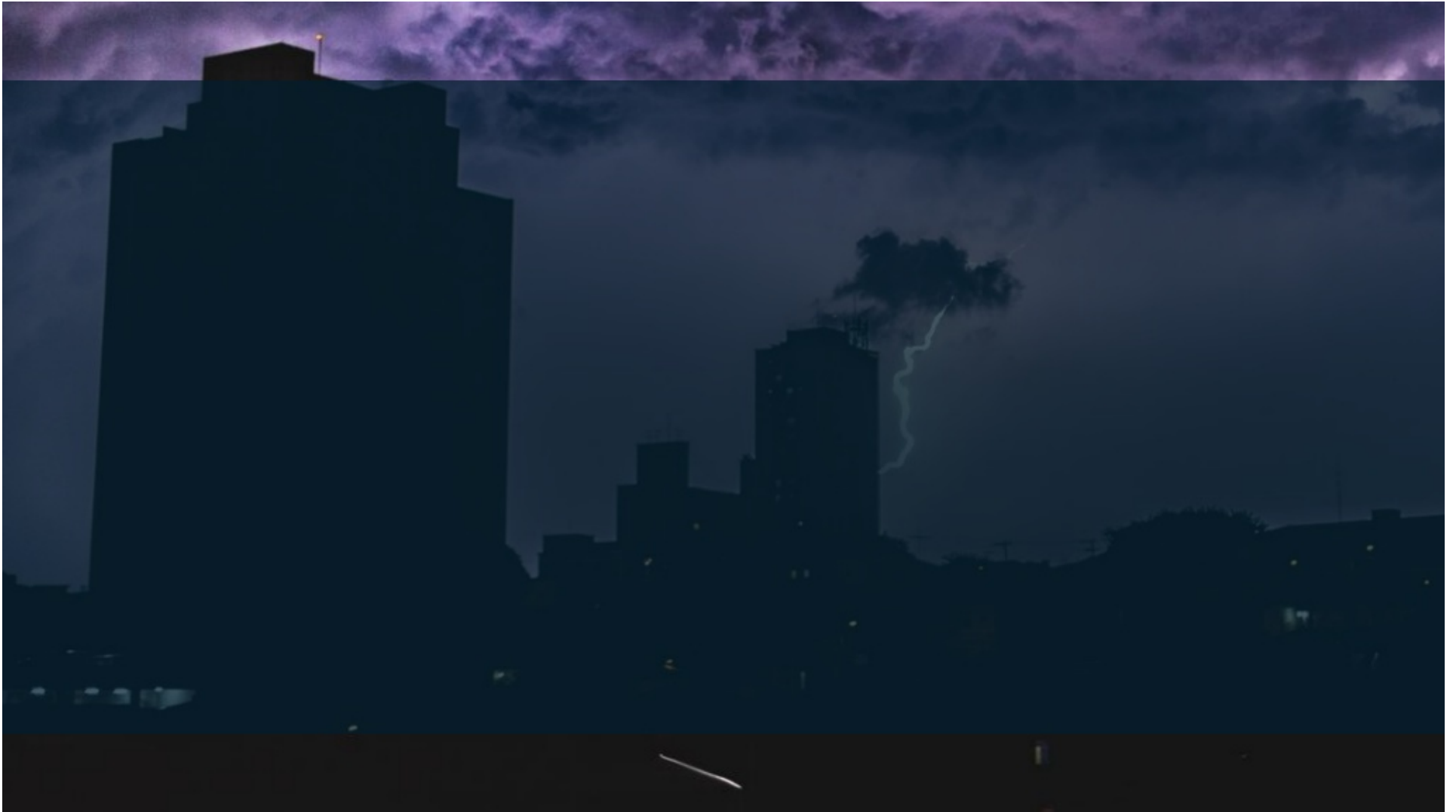




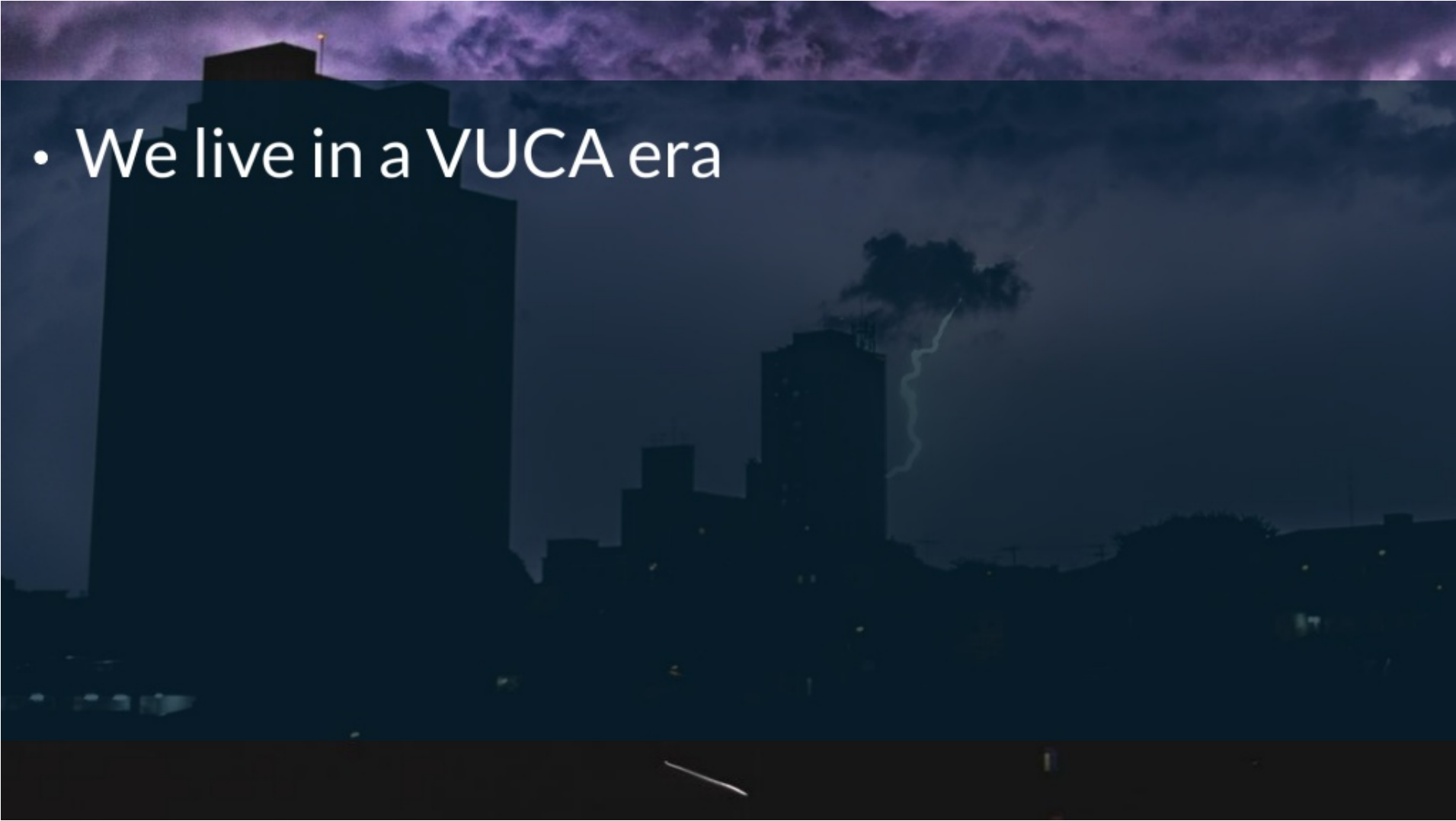
# Job hopping

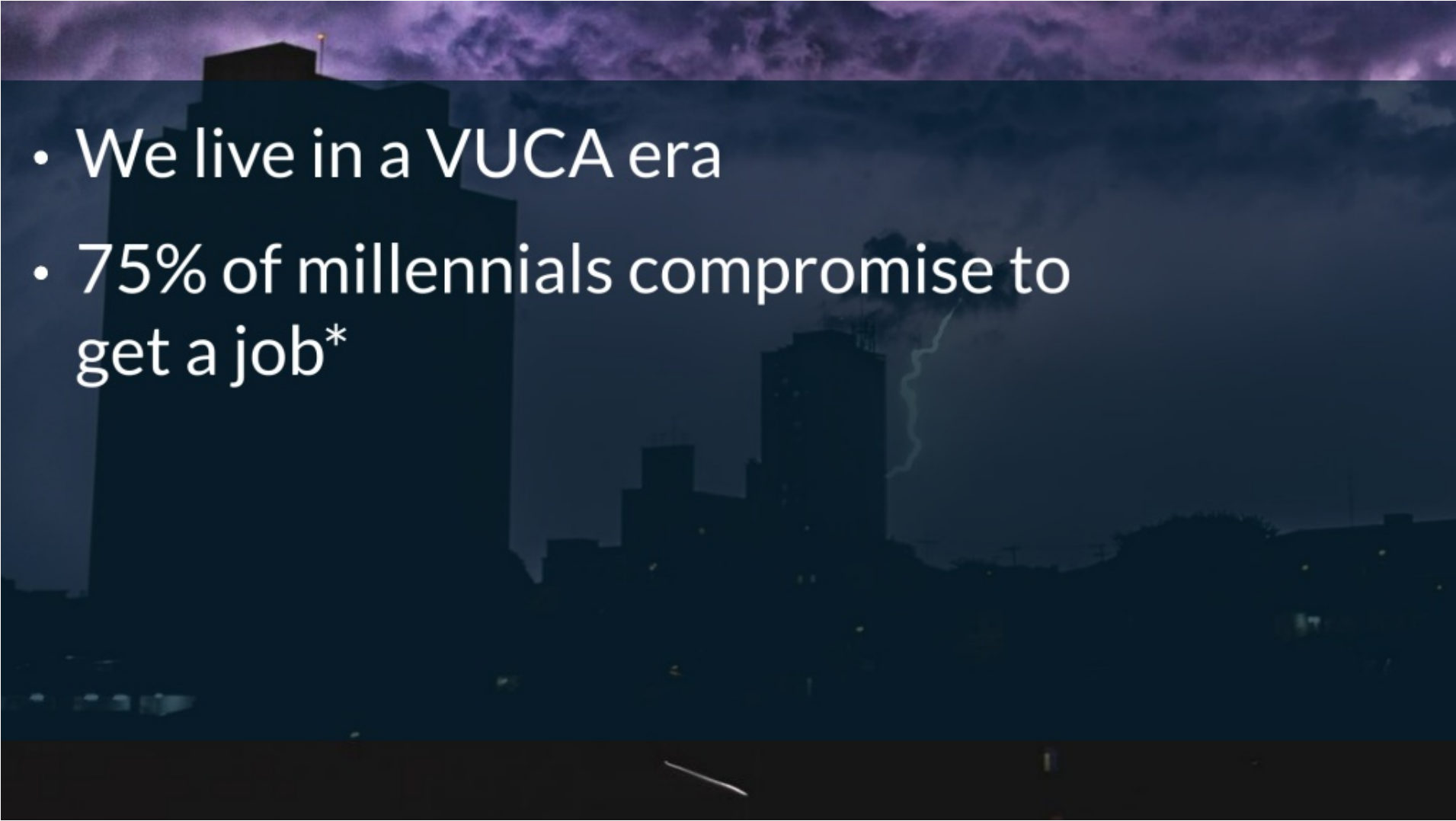


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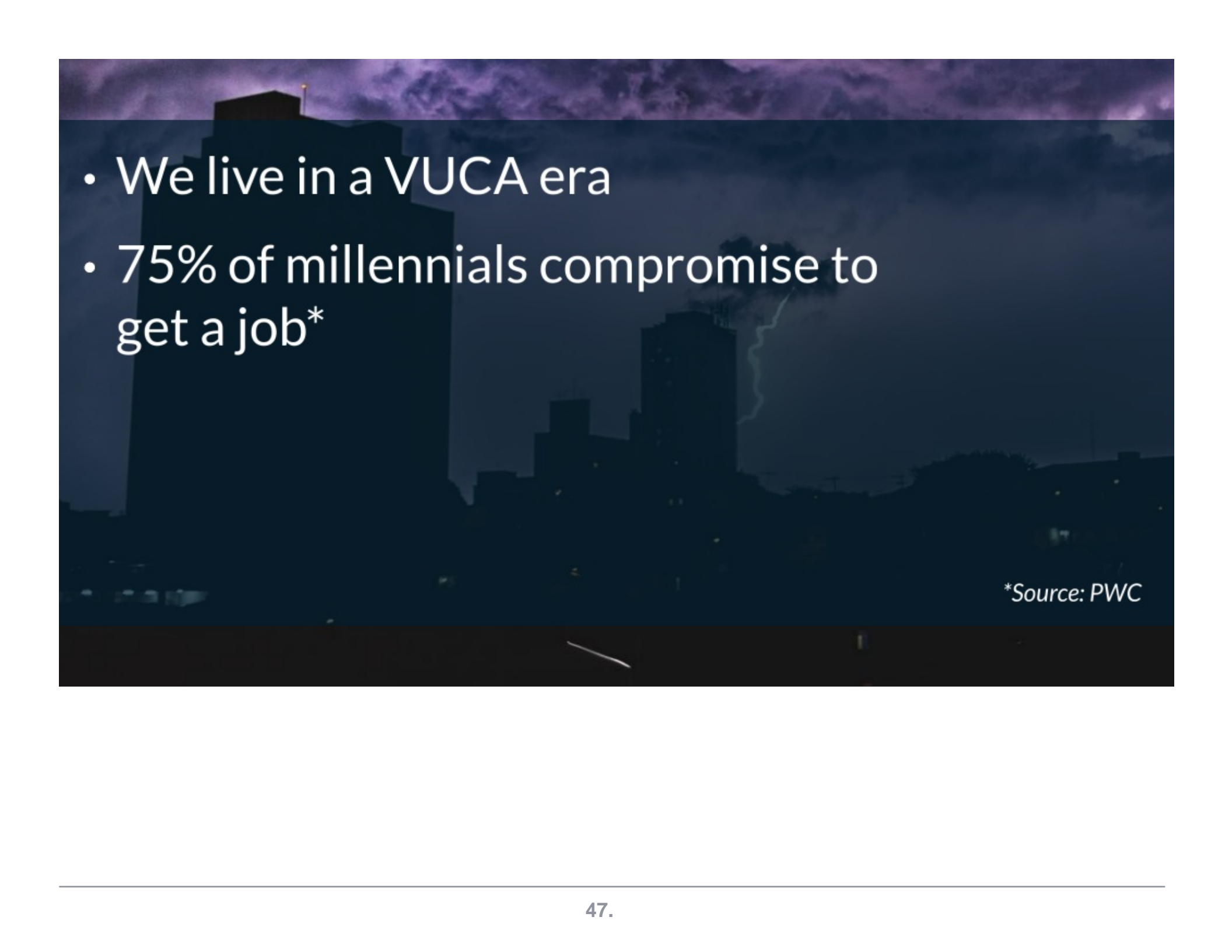




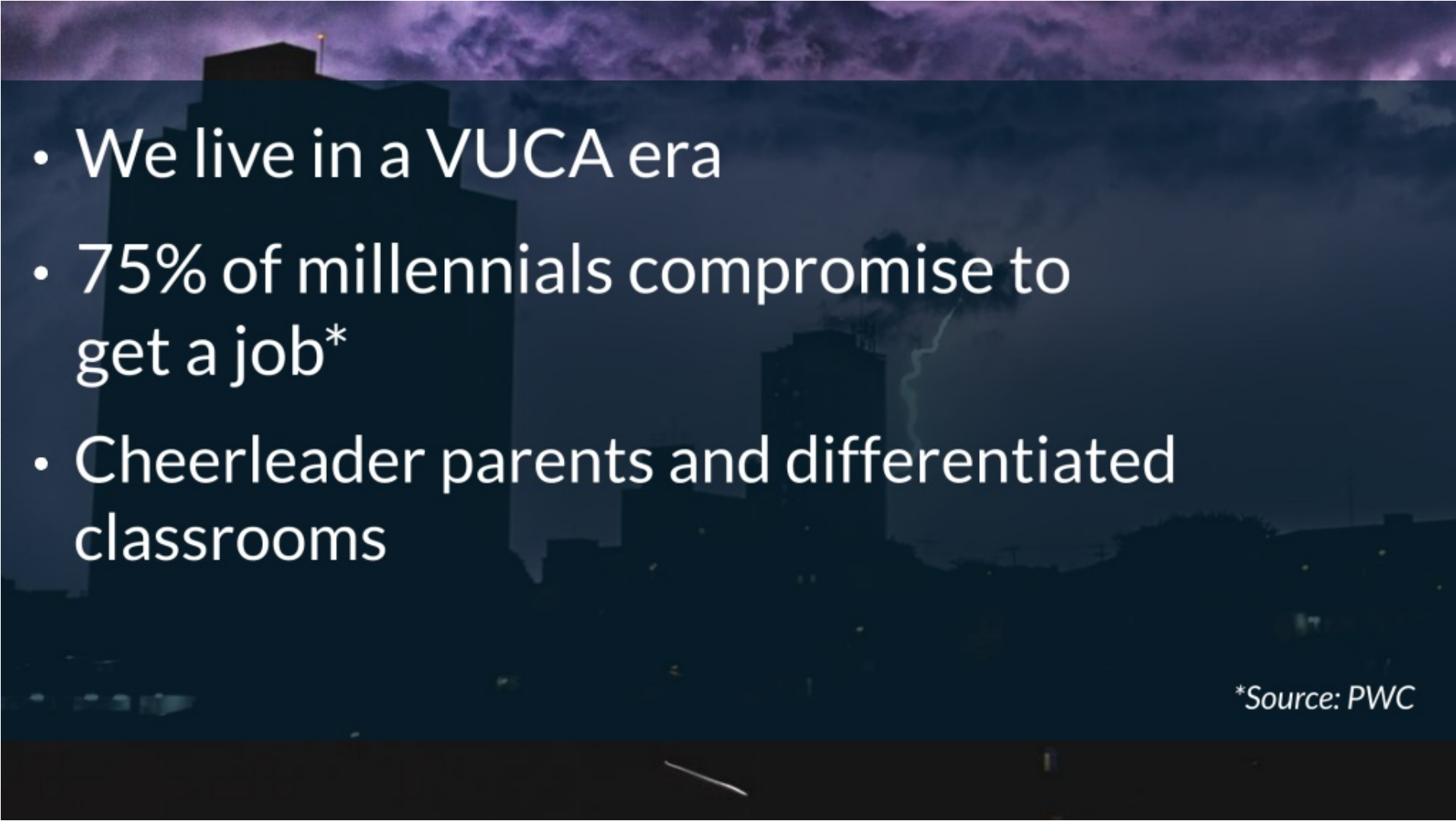
- 
- A dark, stormy cityscape at night. The sky is a deep, dark purple with heavy, dark clouds. A bright lightning bolt strikes a building in the middle ground, creating a sharp white streak. The buildings are silhouetted against the dark sky, with some lights visible in the windows. The overall mood is dramatic and intense.
- We live in a VUCA era

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- We live in a VUCA era
  - 75% of millennials compromise to get a job\*



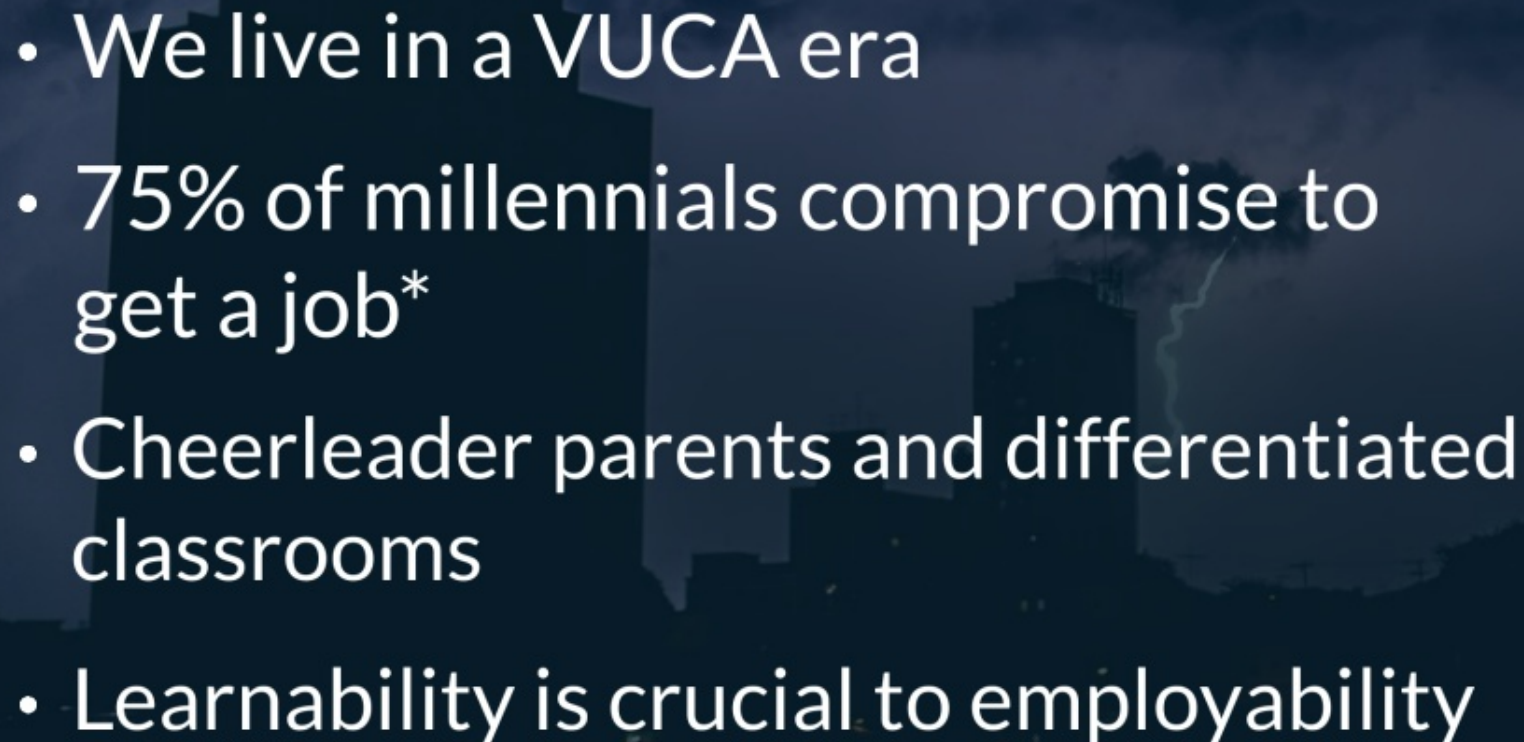
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- A dark, stormy cityscape at night. The sky is a deep purple and blue, with a bright lightning bolt striking a building in the distance. The silhouettes of several skyscrapers are visible against the dark sky. The overall mood is dramatic and somewhat ominous.
- We live in a VUCA era
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*\*Source: PWC*

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- We live in a VUCA era
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  - Cheerleader parents and differentiated classrooms

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- We live in a VUCA era
  - 75% of millennials compromise to get a job\*
  - Cheerleader parents and differentiated classrooms
  - Learnability is crucial to employability

*\*Source: PWC*

# Attention literacy



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# Attention literacy

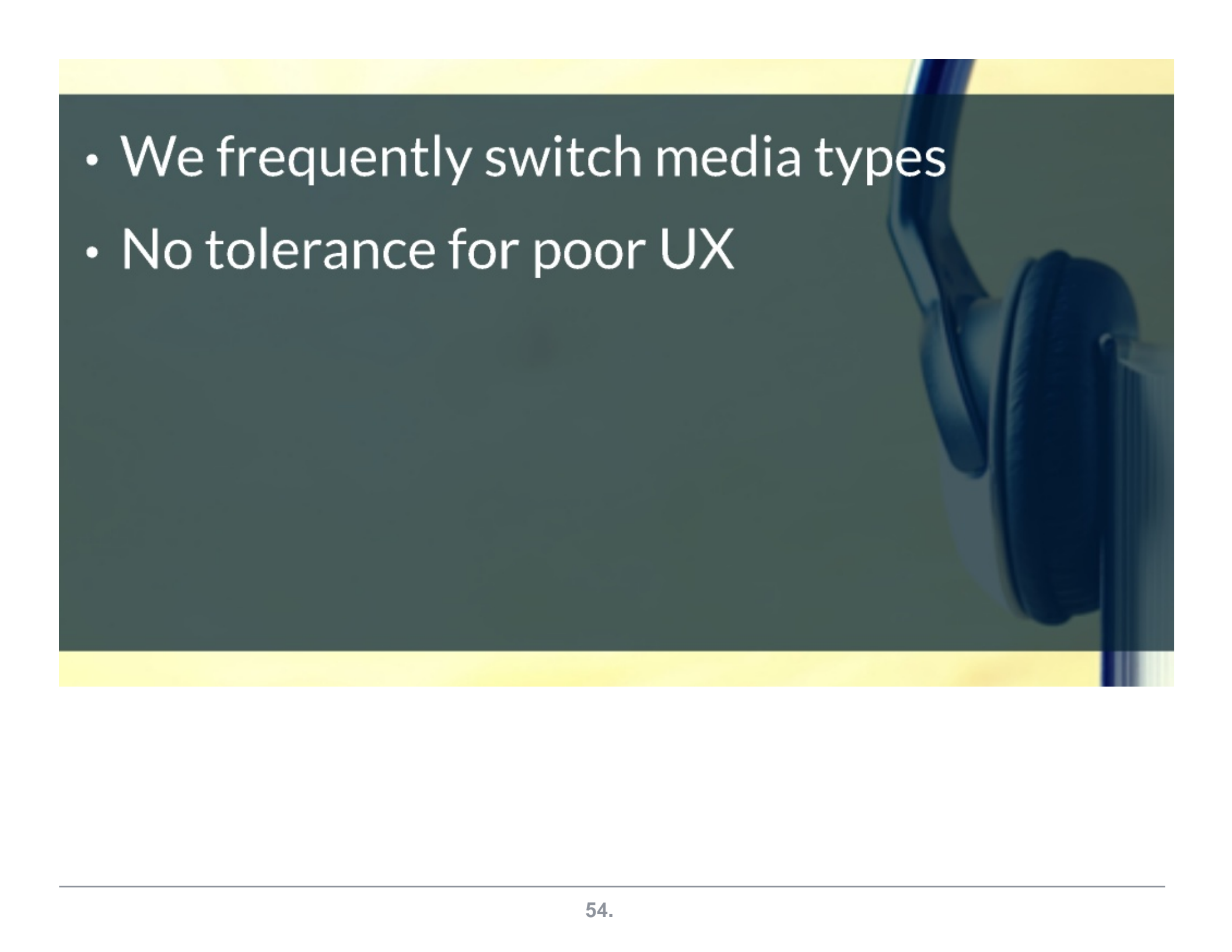


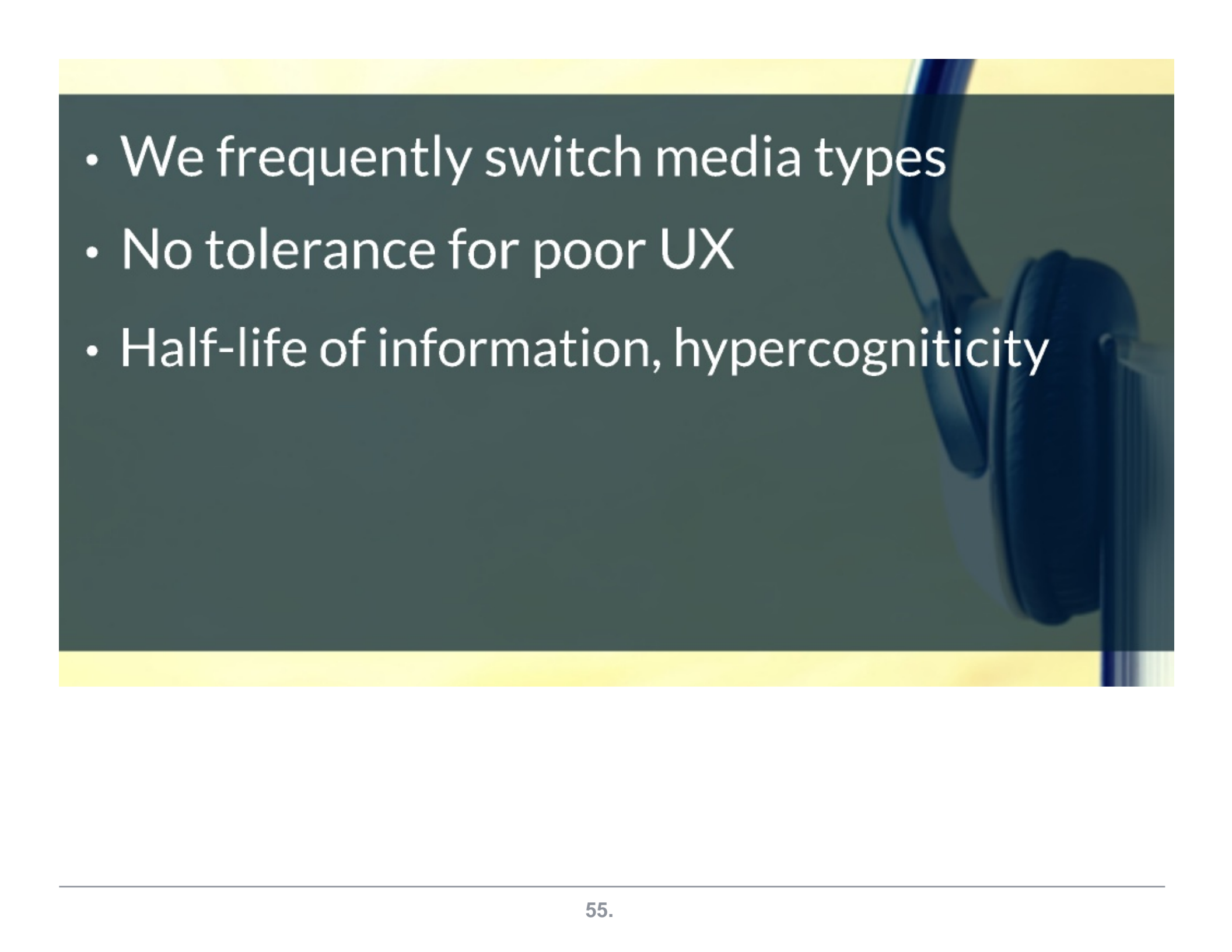
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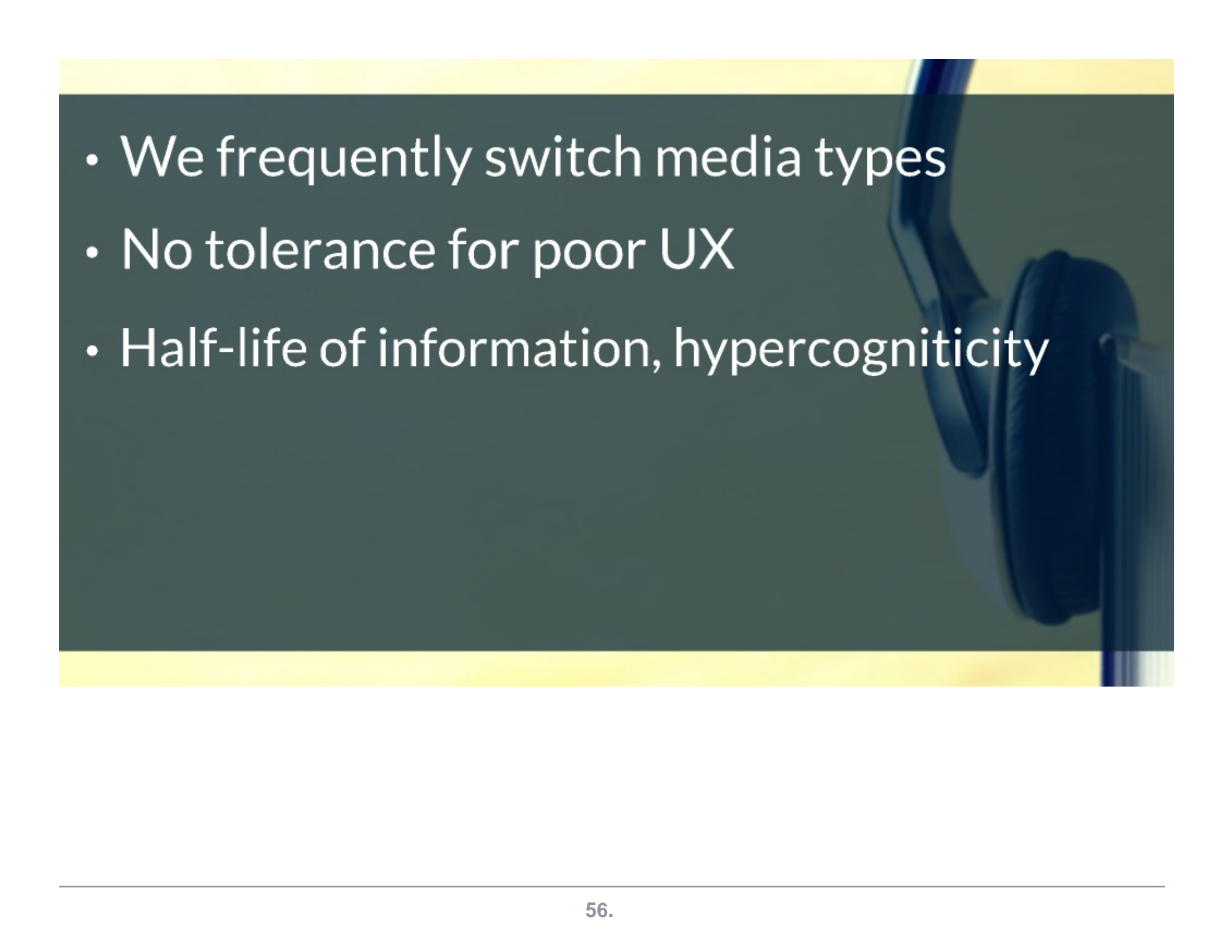


- We frequently switch media types



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# Library Card

LANCASTER  
UNIVERSITY



MR A B JOHNSON

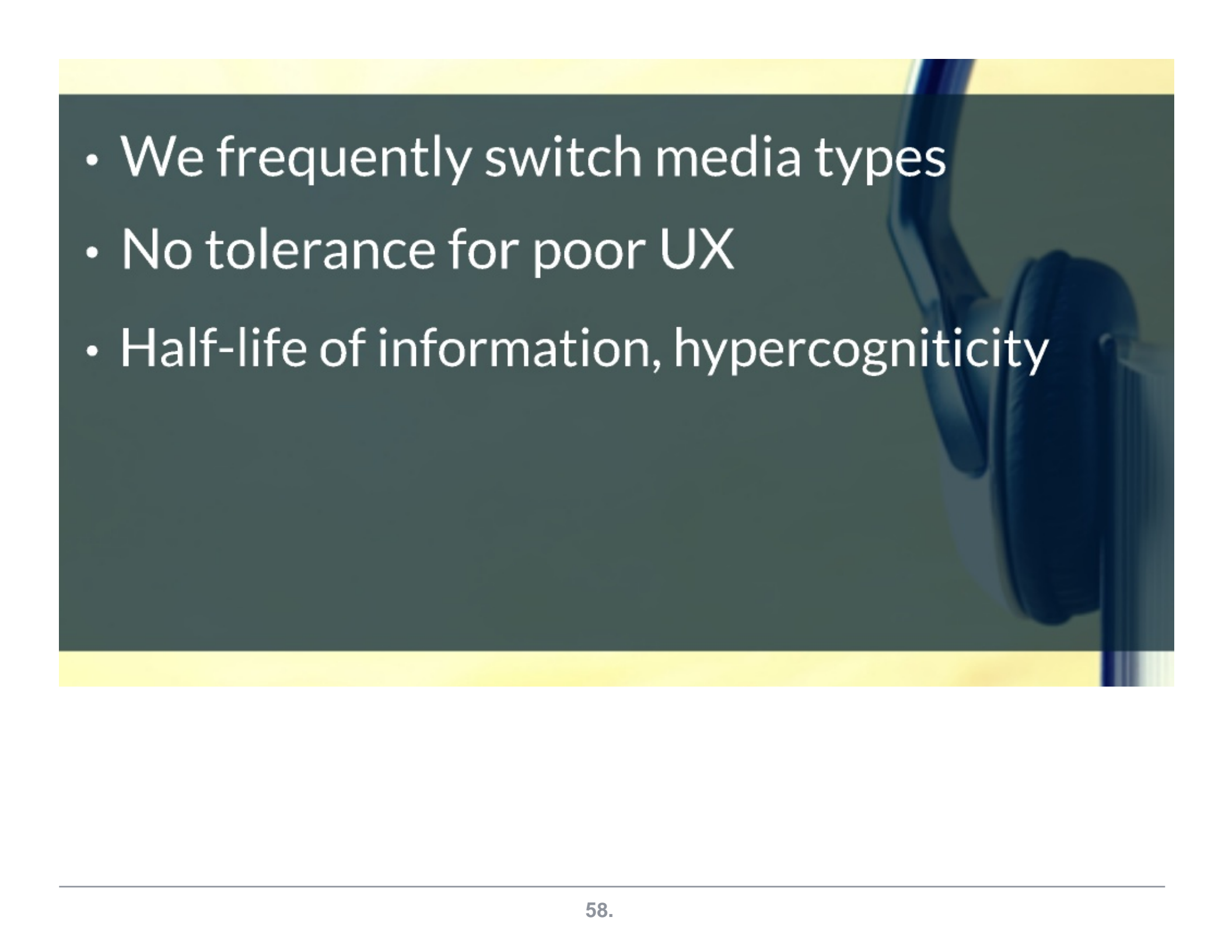
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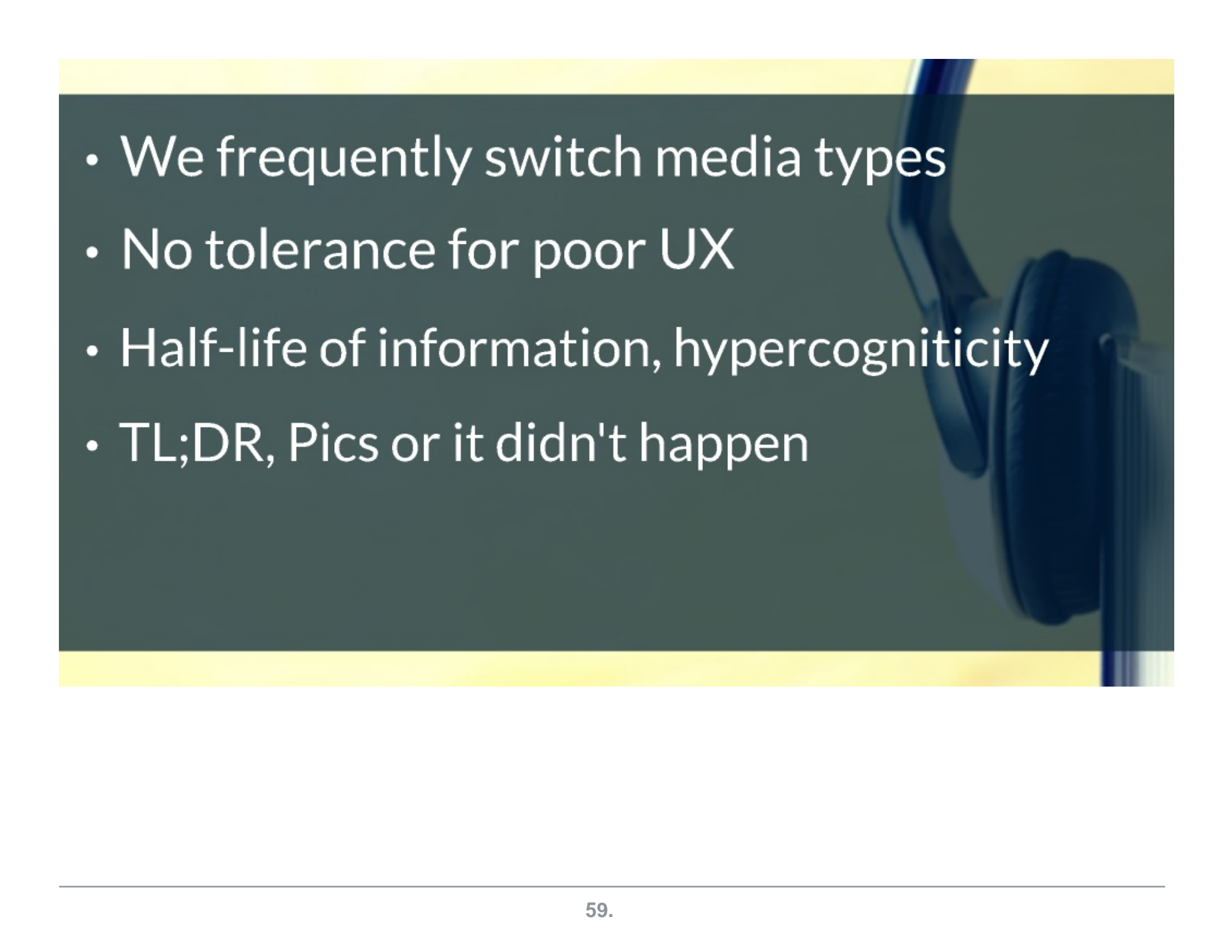
UG



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#1227312

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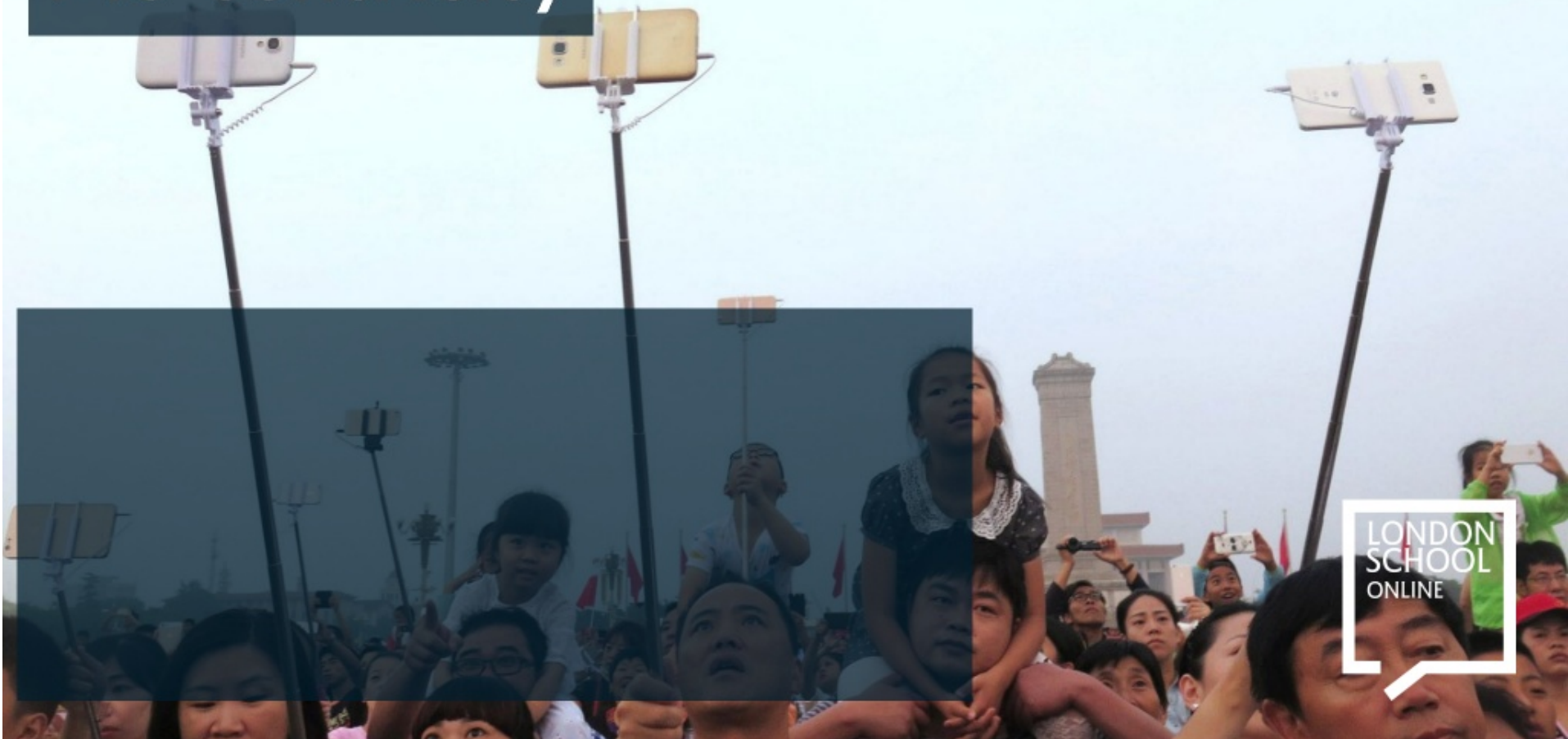
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- TL;DR, Pics or it didn't happen
- *"We are the last knowers of a life before the internet"* Dr Alec Couros, University of Regina, OEB 2016

# Me-centricity



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# Me-centricity



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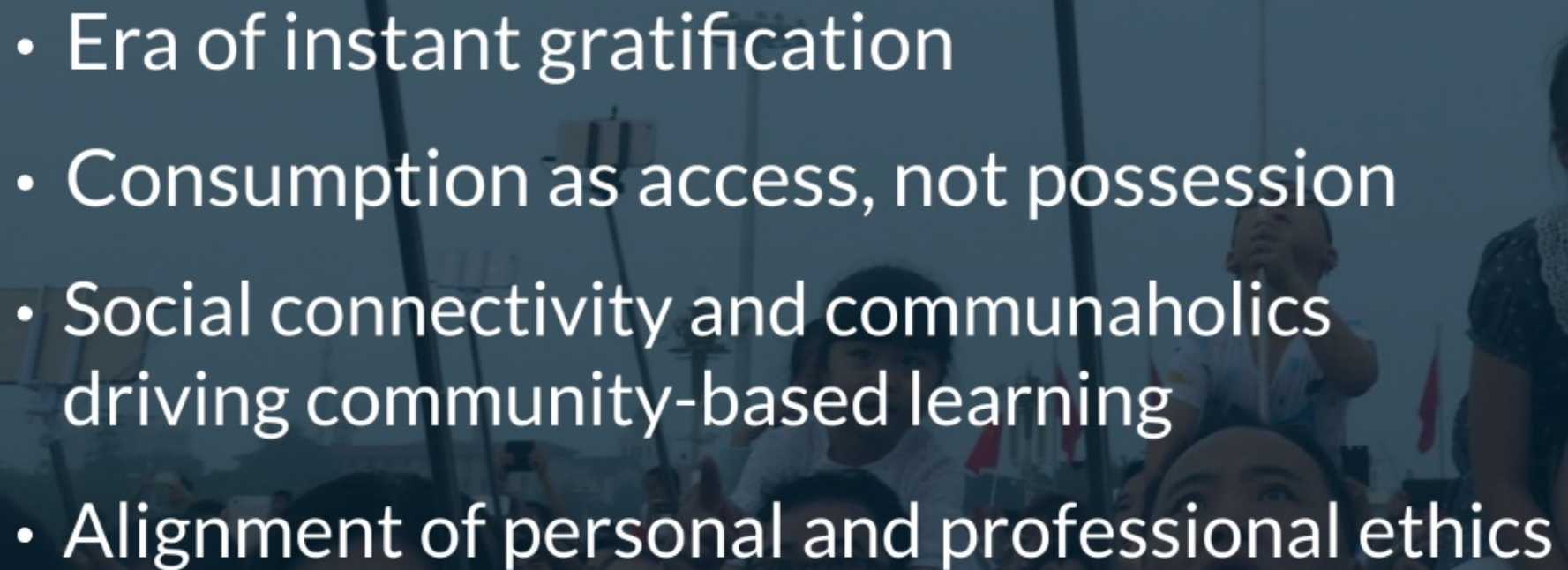
- Era of instant gratification



- 
- A photograph of a large crowd of people, likely at a public event or festival. Many individuals are holding up their smartphones on tripods, capturing photos or videos. The scene is dimly lit, suggesting dusk or dawn. The text is overlaid on a dark semi-transparent background in the upper left quadrant.
- Era of instant gratification
  - Consumption as access, not possession



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  - Social connectivity and commuholics driving community-based learning

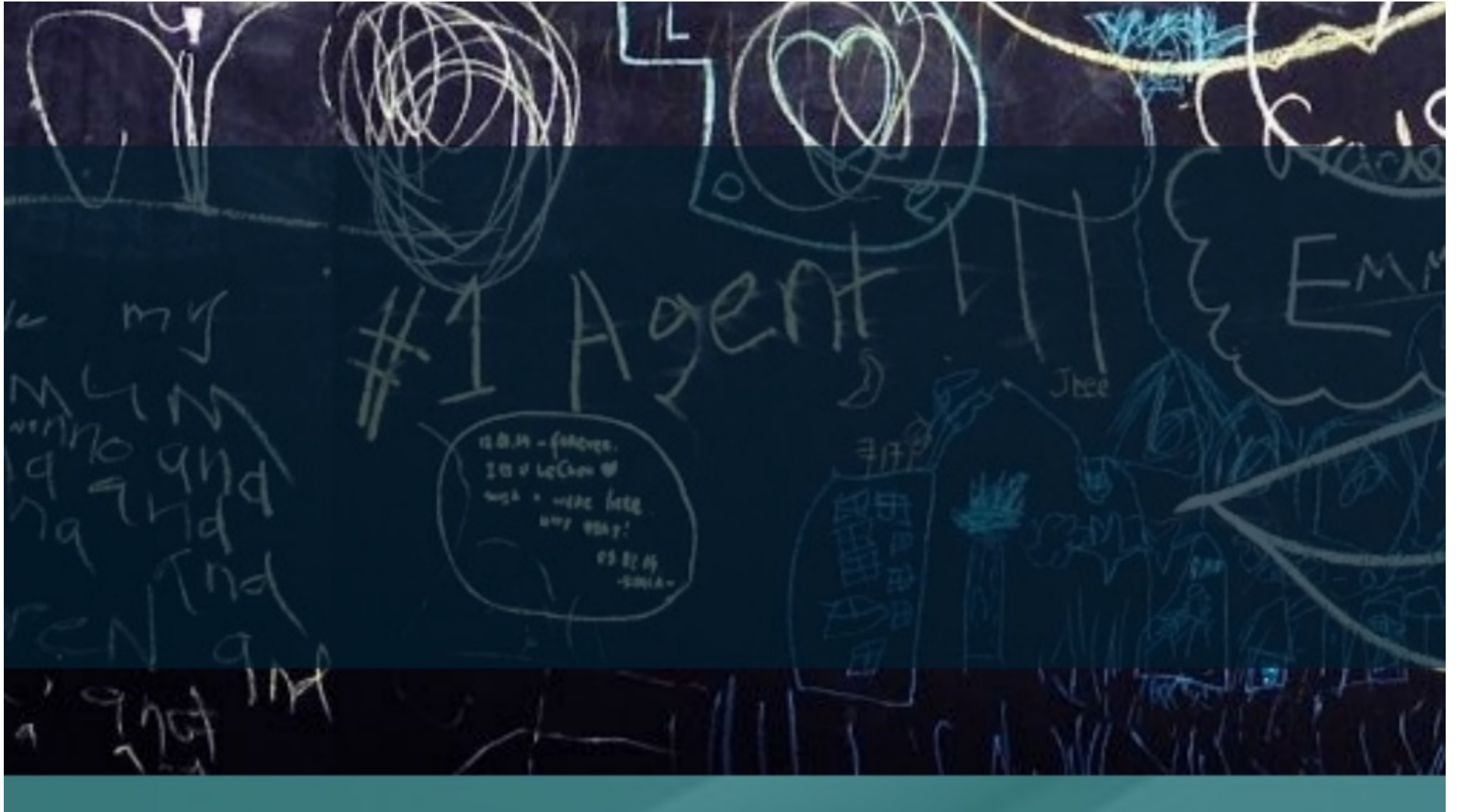
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  - Social connectivity and communitaholics driving community-based learning
  - Alignment of personal and professional ethics









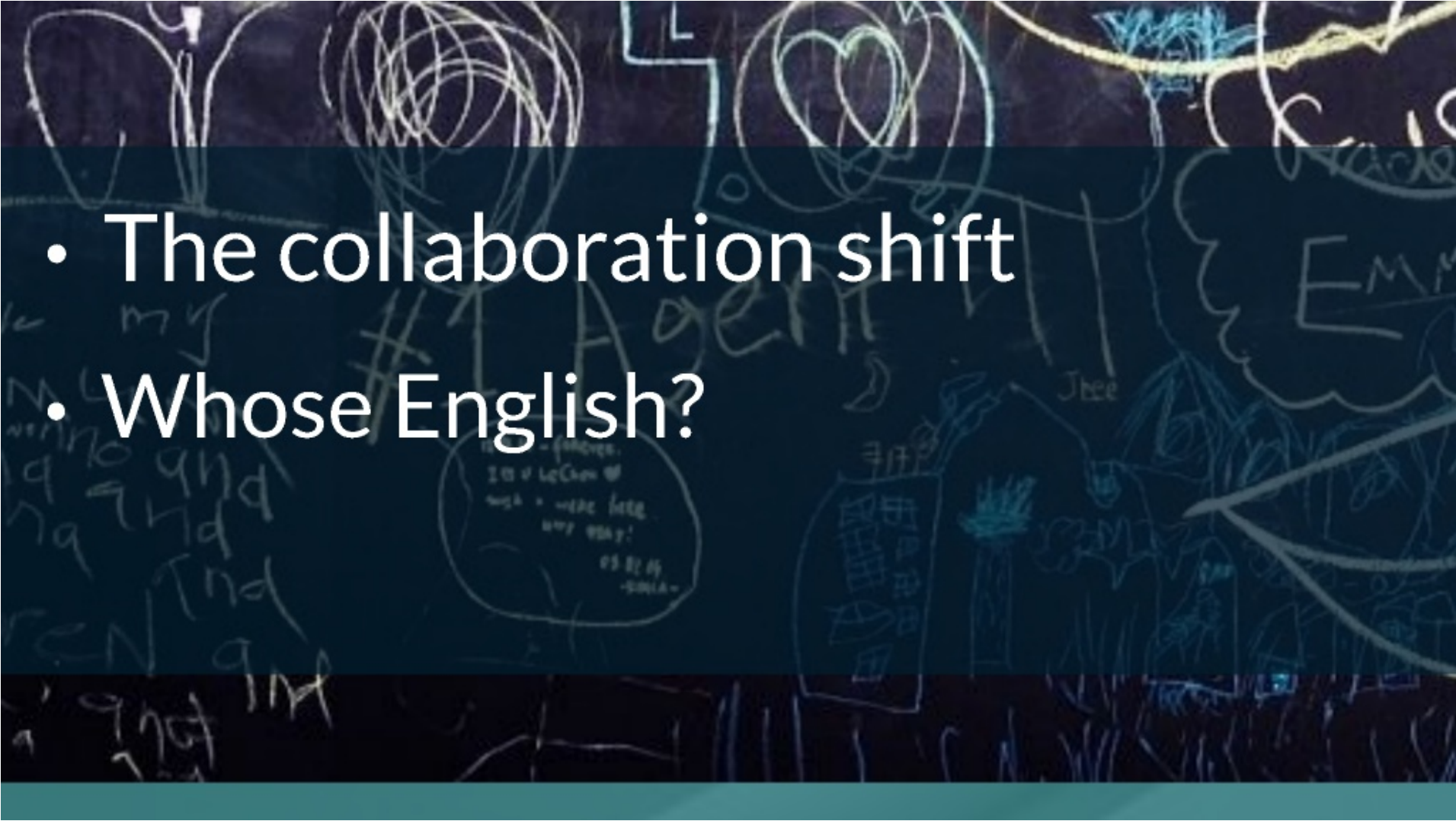


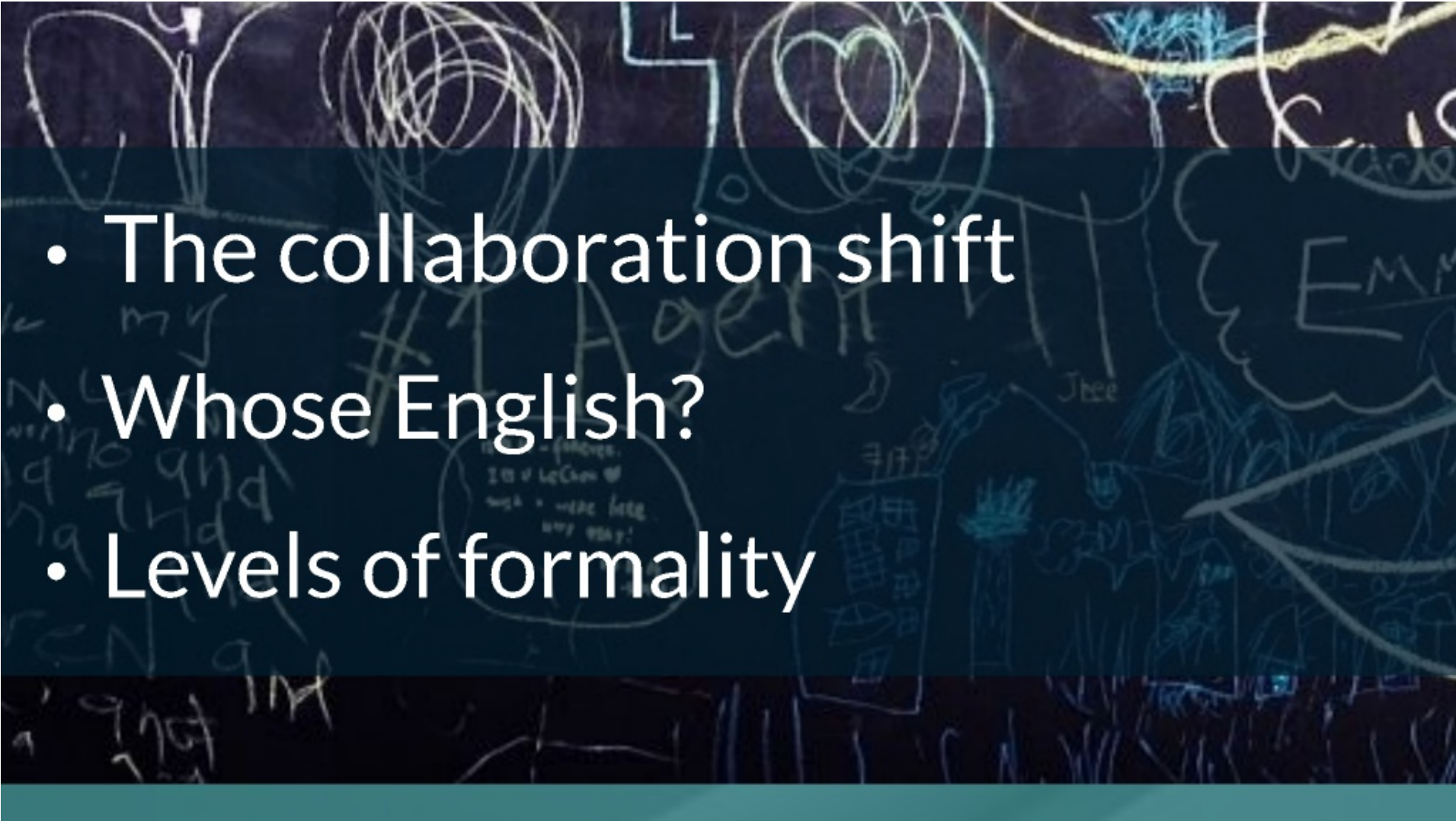




- The collaboration shift



- 
- The collaboration shift
  - Whose English?

- 
- The collaboration shift
  - Whose English?
  - Levels of formality



**How generations  
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workplace**

Andy Johnson







Meeting the  
challenge



# Factors to consider

- Generational brackets depend on the researcher
- Studies focus on the Western world
- Individuals within a generation may not share all of the same characteristics with their peers

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# Approaches

- Don't dwell on differences
- Build collaborative, multi-generational teams
- Be flexible and adaptable in communication and training
- Combine face-to-face with digital
- Consider mentoring: traditional, peer, reverse and flash





Next generation?

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Next generation?

Generation Alpha | 2010-2025





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