

Multigenerational Imperative: How Different Employees View Workplace Empathy and Why Business Leaders Need to Pay Attention

The multigenerational workforce presents some challenges, especially around differences between the generations.

But, what if there's something everyone agrees on?

Our 2020 State of Workplace Empathy Study found that empathy is a strong common denominator and a critical workplace value—regardless of generation.

Here's what we uncovered.

Gen Z Emily

Millennial Mike

Gen X Julie

Boomer Bob



93% of all employees – regardless of age – believe that empathy is an important workplace value.

It's so important that all four generations are willing to see themselves to the door of an employer who isn't empathetic.

Here's who would leave:

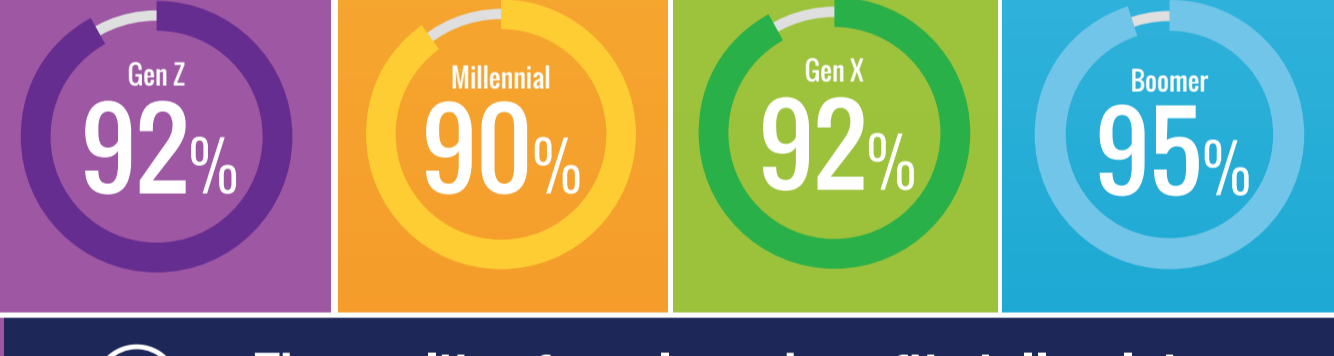


Clearly, organizations focused on engagement, productivity and retention need to pay attention.

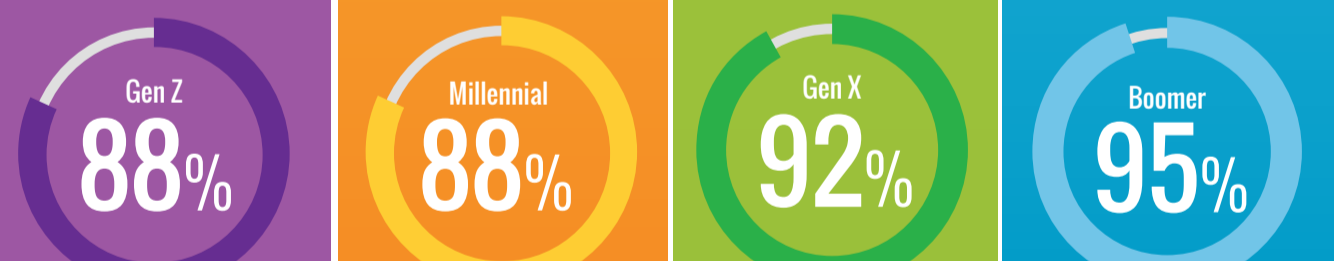
Luckily, there's plenty of common ground among generations, including whether benefits demonstrate empathy in the workplace.



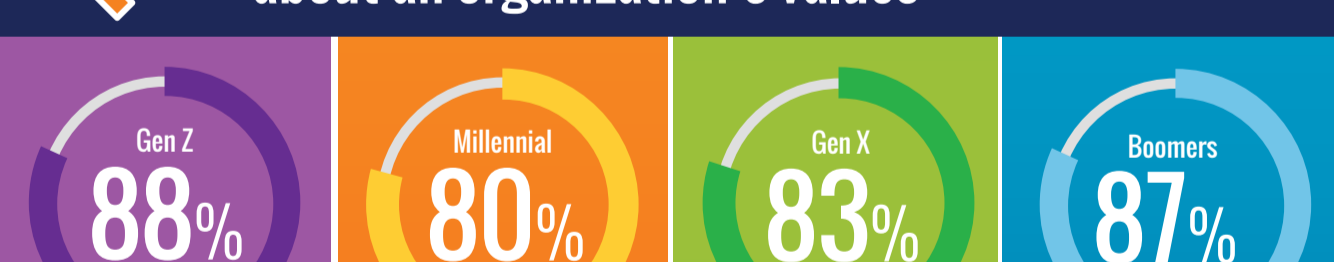
Employee benefits are a good way for an organization to show empathy to its employees.



The quality of employee benefits tells a lot about an organization's values:



The cost of employee benefits tells a lot about an organization's values:



The ease of using employee benefits tells a lot about an organization's values:



How should leaders act on these findings?



Amplify the value of your benefits programs by communicating about your offerings throughout the year.



Focus on the quality and breadth of your benefits, and pay particular attention to affordability.



Ensure access to benefits information and support is seamless so employees can easily use their benefits.

Bringing empathy to your workplace through your benefits programs creates an environment that inspires collaboration, increases retention and helps drive a healthier bottom line.

Interested in learning more about how employees view empathy in the workplace?

[Read the 2020 Executive Summary](#)