

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

There's a lot of buzz about the challenges around our multigenerational workforce, especially the differences between the generations.

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

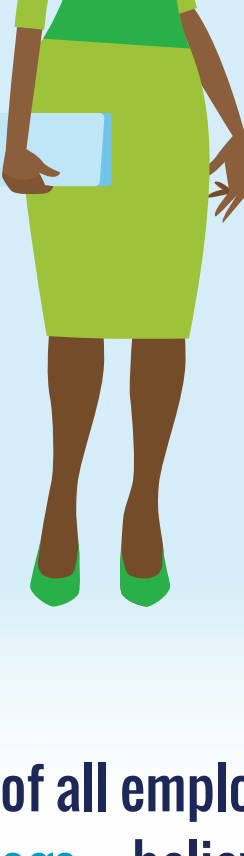
Our 2018 State of Workplace Empathy Study found that empathy is a strong common denominator and a critical workplace value.

Here's what we uncovered.

Millennial Mike

Gen X Jen

Boomer Bob



**90%** of all employees – regardless of age – believe that empathy is an important workplace value.

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

Here's who would leave:

**81%**  
of Millennials

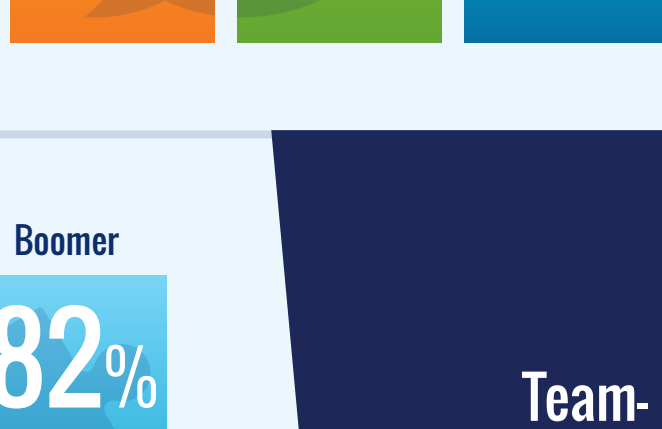
**76%**  
of Gen Xers

**78%**  
of Baby Boomers

Clearly, organizations focused on retention need to pay attention.

There are a few areas where the generations diverge somewhat in their opinions about what indicates empathy.

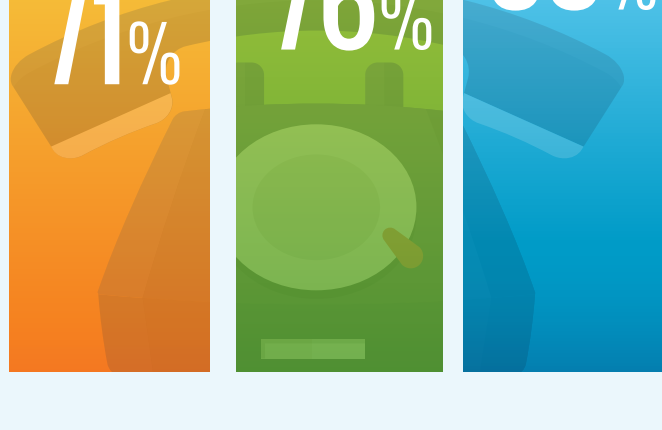
Asking for input when making important strategic decisions



71%  
75%  
82%

Team-building activities

Calling a co-worker instead of emailing them



Luckily, there's plenty of common ground when it comes to the workplace behaviors that employees feel demonstrate empathy.



Making time to talk 1:1 about work issues

**92%**

**91%**

**94%**

Understanding the need for flexible working hours and time off for personal, family or medical issues

**95%**

**95%**

**98%**

Respecting personal working styles

**91%**

**90%**

**92%**

How should leaders act on these findings?

- Embrace** the communication practices that everyone appreciates.
- Vary** your communication styles to ensure you are meeting everyone's needs.
- Ask** employees their personal preferences for things like 1:1s, but only if you're going to be able to honor those preferences.
- Understand** where people are in their lives so you can be supportive when personal issues or challenges arise.

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

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

[Dive in Deeper](#)