

Gen X, Millennials & Boomers: The Self Care Revolution by Generation



Françoise Mathieu & Meaghan Welfare



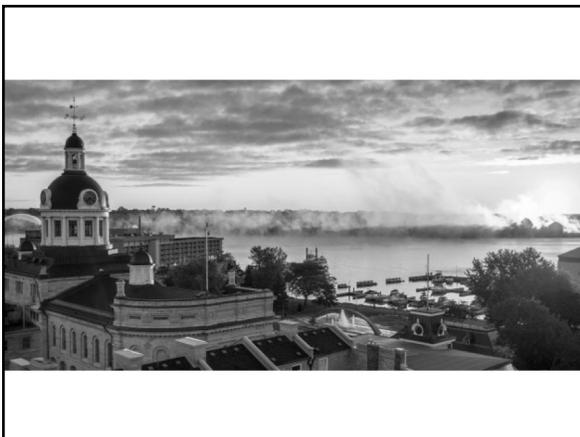
About us



Françoise, Gen-X, circa 1972



Meaghan, Xennial, circa 1979



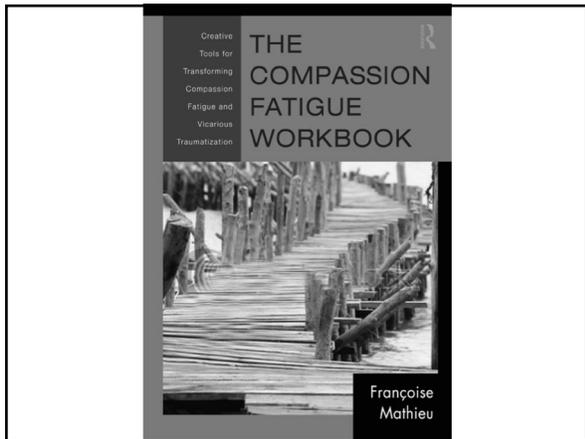


Agenda

- Understanding the demographic shift
- Strengths and challenges of each generation
- Conflict in the workplace
- What is the functional capacity of your teams?
- Working with different generations
- Self care across generations
- Action plan











**Journal of Traumatology:
Special Issue on Secondary
Traumatic Stress & Compassion Fatigue
June 2017**



Dr. Patricia Fisher, R.Psych.

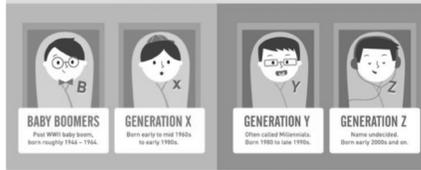




Who is here?

- Small table intros
- Number one question you have
- Large group intro

What Generation are you From?



Raise your hand if....

- You remember the sound of dial-up to connect to the web
- You don't have a landline
- You have a snapchat account
- You used to own a flip-phone
- You know how to have a group chat on facetime
- You used to have your house key tied on a string of wool around your neck?
- You use Reddit as one of your main news source?
- You remember having a black and white tv
- You use Spotify
- You used to (or still) write personal letters and mail them using Canada post
- You remember the washing machine with a wringer
- You have used a fax machine with the glossy paper that came in a roll
- You have used a mimeograph machine or carbon paper
- You don't know what a mimeograph machine is
- You have used a rotary dial phone at some point in your life
- You have always had access to a computer at home or school
- You know who Post Malone is
- You know what the dark net is
- In a conflict situation you would rather text someone vs talk face to face or call
- In a conflict situation you would rather call someone or talk face to face

What Generation are you From?



Generations

- Silent generation: Born before 1946
- Baby Boomers: Circa 1946-1964
- Generation X: Circa 1965-1976
- Xennials: Circa 1977-1983
- Millennials: 1984-1995
- Generation Z: Born after 1996



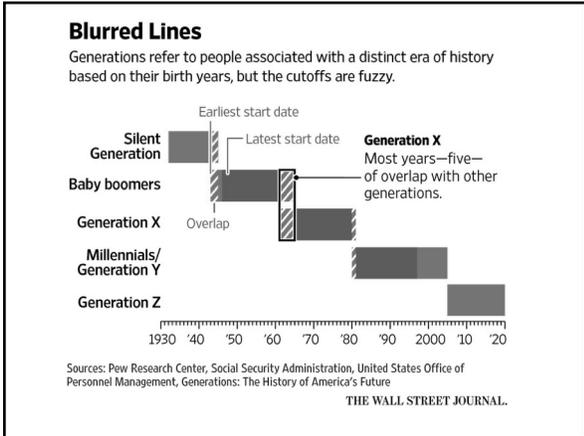
Xennials

"Micro-generation" born circa 1977-1983



Jennifer





	Silent	Boomers	Gen X	Gen Y	Gen Z
Social Markers Landmark events	Great depression Communism WW II	Vietnam war Kennedy Watergate	Challenger AIDS \$ crash '87 Berlin Wall	Columbine shooting 9/11 \$ Crash '08	Arab Spring Wikileaks Trump
Training Focus	Traditional On-the-job Top-down	Technical Data Evidence	Practical Case studies	Stories Participative	Multi-modal Elearning Interactive
Learning Environment	Military style Didactic Disciplined	Classroom style Quiet atmosphere	Round-table Relaxed	Cafe-style Music Multi-modal	Lounge room Multi-stimulus
Iconic Technology	Wireless radio Motor vehicle Aircraft	TV Audio tape Transistor radio	VCR Walkman IBM PC	Internet, email SMS DVD Xbox, ipof	Macbook Ipad Social media Wii, PS3

Other influences

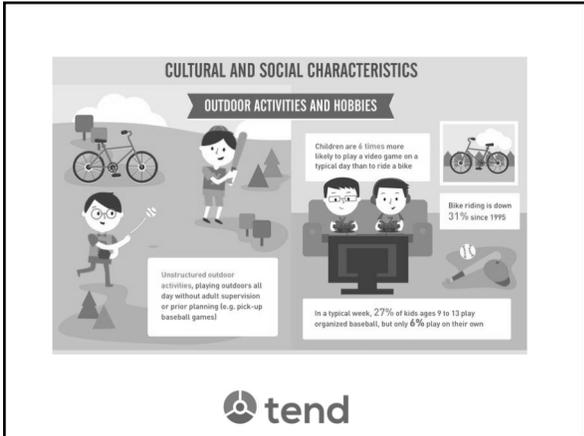
Societal/Cultural/World Events/Multigenerational transmission of values/beliefs/vulnerabilities/strengths/family constellation etc.

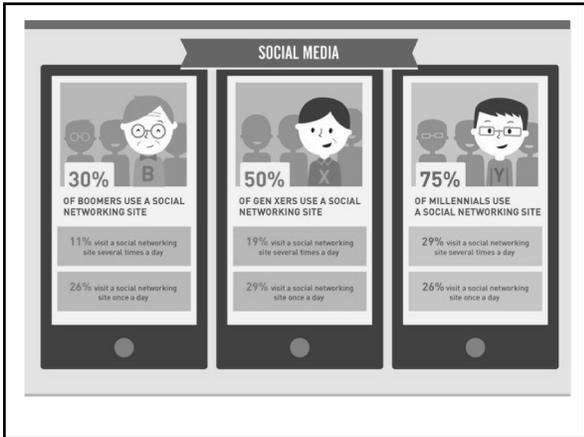
Small Group Activity

- Go sit with folks from the same generation as you
- Introduce yourself
- What are some stereotypes about your generation?
- What are some of your generation's signature strengths in the workplace?
- What is a weaker spot for your generation in the workplace?

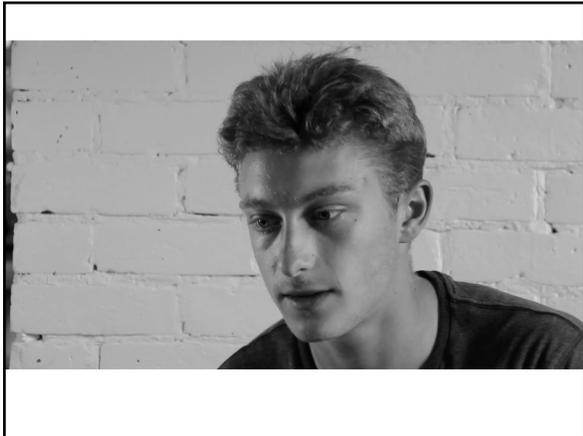
How long is your average work day?

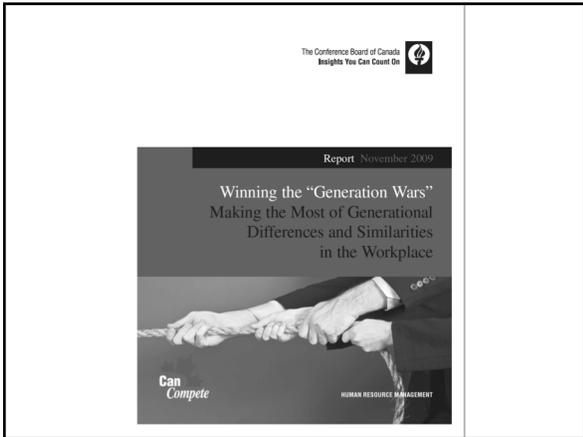






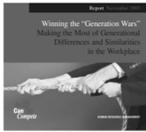
Do you use your personal cell phone at work?





**Recommendations from the
Conference Board Report**

- Employers need to know their organization’s overall age structure.
- Employers need to address stereotypical views of the generations
- Employers need to accommodate those employees with a variety of life circumstances, expectations and desires.



Canadian Demographics



- By 2025, Millennials will comprise ¼ of the global workforce
 - Canada has one of the highest % of working age people of all G8 countries
 - Canada has an aging population due to increased life span and decreased birth rate
 - 20.7% of those employed in Canada are 55 or older
 - Nearly 20% of Canadians 65 and older worked at least part time.
- That's up from 13% in 2005

Sources: Catalyst, *Catalyst Quick Take: Generations in the Workplace*. New York: Catalyst, July 20, 2017 & Statistics Canada 2016 Census

•“Young Canadians are \$7000.00 more in debt (adjusted for inflation) than people graduating university in 1976 when baby boomers were going through the system”

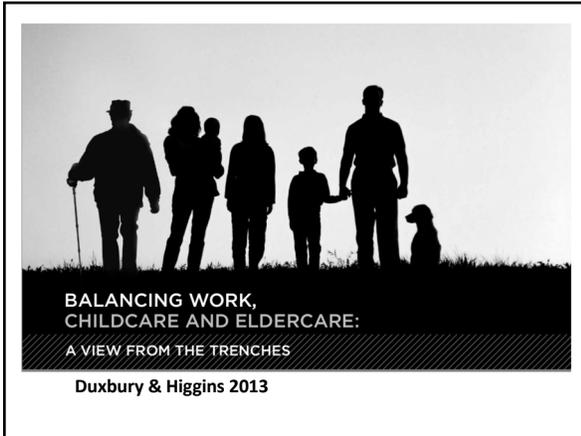


- Expensive housing market in large Canadian cities:
- “In 1976, the average young adult (24-34 years old) needed to save for 5 years in order to put down 20 % on a mortgage.
- Today, nationally, it's 13 years. In Ontario it's 16 years Unless you live in the GTA where it's 22 years. Metro Vancouver, 27 years.”

Source: Gary Mason, *The Globe and Mail*. May 25, 2018

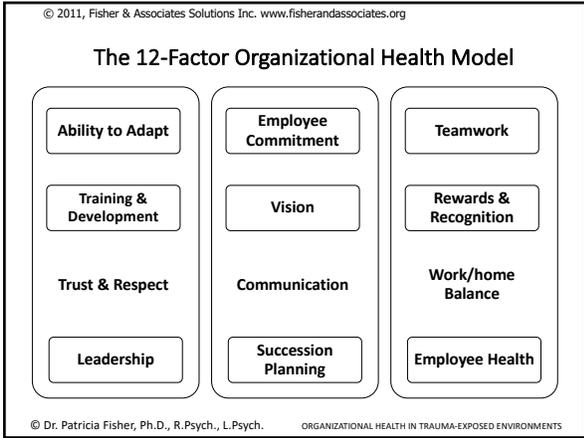


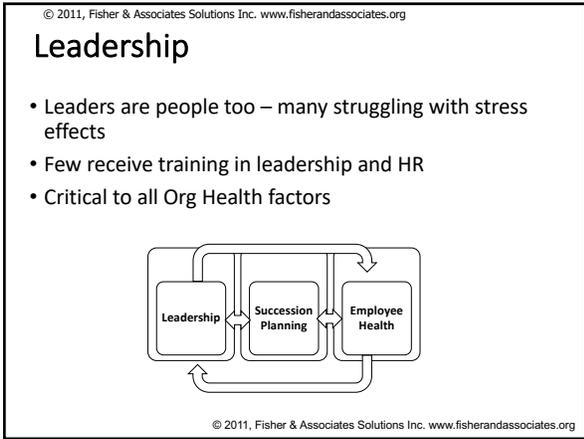


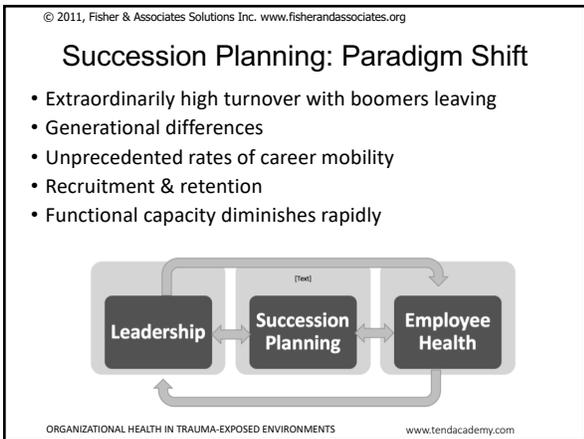














Offner Comedy.

Millennials in the Workplace Training Video - YouTube
<https://www.youtube.com/watch?v=Sz0o9clVQu8>

<https://youtu.be/Sz0o9clVQu8>







Small Group Activity

- Go sit with folks from the same workplace as you, if possible
- What generational distribution do you have in your workplace?

Why do generations conflict?



- Unfamiliar behaviours
 - Assumptions
- Communication preferences
 - Priorities & Values



Mark, parademic for 30+ years





Working with different generations

Scenario

- 56 yr old woman, 24 yr old man, she was moved to a new teaching position, he is in her old job.
- She complains:
 - Hasn't paid his dues
 - He cuts corners, doesn't follow rules
 - Let's kids mess around in the classroom (talking and what not)
 - He has only been working for three months how dare he take a sick day
 - He's only 24 how can he know how to do the job?
 - Why doesn't he ask me questions about how to do the job?
 - He uses his phone during class, she assumes he is checking facebook, why does he think he can multi-task?



- He complains:
 - She's too rigid
 - She doesn't check her emails enough
 - She's uptight
 - She has no imagination or creativity
 - She sticks her nose in his business
 - Students don't relate to her
 - She works too hard and takes her job too seriously



Exercise – Action Learning

- At your tables:
- Identify a generational conflict one member of the table is experiencing.
- What are the conflict styles of each person?
- What is the source of the conflict?
- What steps can be taken to address the conflict?

How do you handle conflict at work?



Conflict: Text or call?



Values

tend

Values Exercise

- What values are conflicting in your examples?

tend

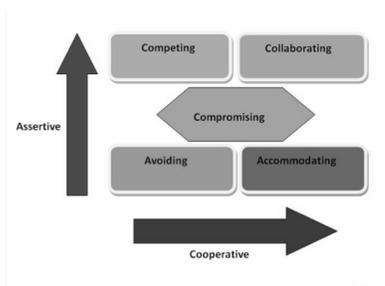
Values Conflicts



- Values conflicts are about perceived or actual incompatible belief systems
- Often the most difficult to resolve, due to deep-rooted nature
- Assumptions about the other person's values
- Real differences in values
- Mistaking behaviour for values
- Seeing a difference between the person's behaviour and what they say are their values (inconsistency)
- Different ways of life, ideology and/or religion



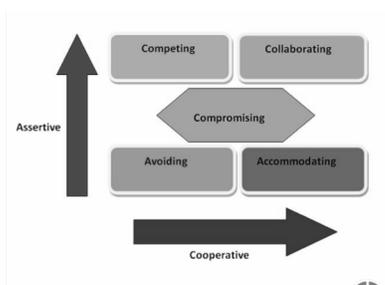
Conflict Management Styles



Thomas-Kilmann Conflict Mode Instrument



Avoiding



Thomas-Kilmann Conflict Mode Instrument



Avoiding

• This approach prefers not to address the situation, shows a low commitment to the goal and the relationship.

- Types of Avoiding:
 - Leaving the situation
 - Ignoring
 - Withdrawing or isolating from person or situation
 - Denying problem exists
 - ...



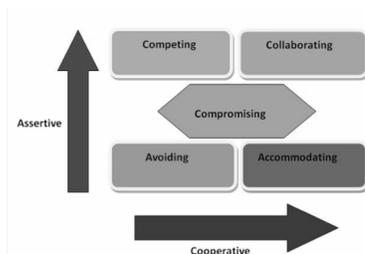
Avoiding

- Advantage:
 - Issue is trivial
 - Safety
 - Emotionally charged atmosphere: create space

- Disadvantages:
 - Not a long term strategy
 - Conflict isn't dealt with
 - Perceived to be uncaring



Accommodating



Thomas-Kimann Conflict Mode Instrument



Accommodating

- This approach often neglects one's own concerns and goals in order to preserve the relationship.
- Types of Accommodating:
 - Self-sacrifice
 - Minimizing the conflict to preserve harmony
 - Yielding to others needs/interests
 - ...

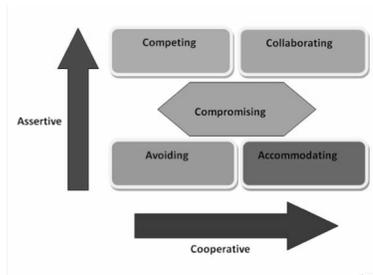


Accommodating

- Advantages:
 - Others may have more knowledge on topic
 - Preserves relationships
- Disadvantages
 - Door mat – taken advantage of
 - Not pursuing your own goals



Competing



Thomas-Kilmann Conflict Mode Instrument



Competing

- This approach is focused on reaching one's own goals with little (if any) commitment to the relationship.
- Types of competing:
 - Power and authority
 - Pressure techniques (force, intimidation, threats)
 - Power of persuasion/influence
 - ...

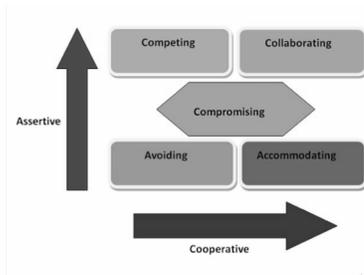


Competing

- Advantages:
 - Get your way
 - Good in times of emergency or safety
 - Quick action necessary
- Disadvantages:
 - People may feel bruised or walked on
 - Negative repercussions in relationships
 - Lots of energy



Compromising



Thomas-Kilmann Conflict Mode Instrument



Compromising

- This approach is focused on the goals and relationship and is often a midway point to resolving a conflict. Compromising requires all parties to win/lose.
- Types of compromising:
 - Taking turns
 - Splitting the difference
 - Finding middle ground
 - ...



Compromising

- Advantages:
 - When the cost of conflict is higher than losing ground
 - Perceived as fair
- Disadvantages:
 - Win/lose
 - May be better approach
 - Used too frequently because it's easy
 - No one is 100% satisfied



Collaborating



- This approach attempts to achieve the goals and preserve the relationship between all parties.
- Types of collaborating:
 - Listening and communicating to promote understanding
 - Learning from one another through dialogue
 - Using talking solutions/processes



Collaborating

- Advantages:
 - Win/Win
 - Preserves relationships
 - Feel heard and acknowledged
- Disadvantages:
 - Time consuming
 - Requires a lot of effort
 - Can be frustrating



Things to consider

- What is your default style?
- Where has it worked for you? Where has it let you down?
- How does your generation influence your conflict management style?
- Workbook: Questions 1, 2, 5



Tips for Individuals

- Be curious – adopt a mindset of learning
- Check assumptions
 - Negative attribution error
 - Confirmation bias
- Manage by principle, not stereotype



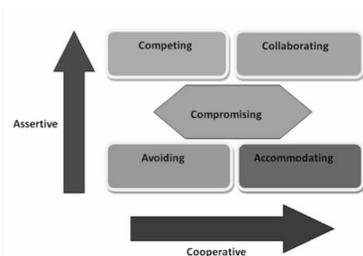
Conflict Management Styles

Default approaches to managing conflict



Self Assessment





Thomas-Kimann Conflict Mode Instrument



Self care for you and your teams



THE COMPLEX STRESS MODEL



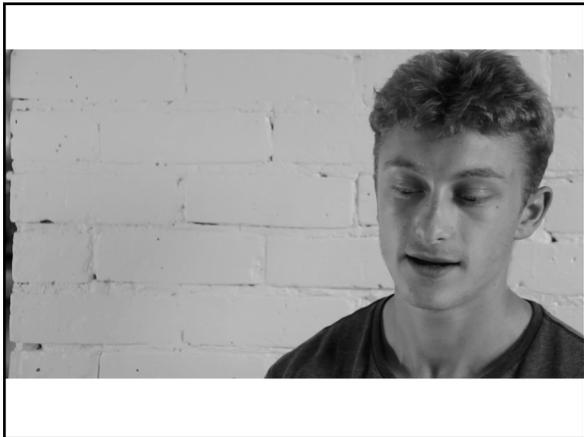
Dr. Patricia Fisher, www.tendacademy.com



Action plan



Dream for a better job?



What are the self care needs and priorities of each group?

- Silent generation
- Baby Boomers
- Generation X
- Xennials
- Millennials
- Generation Z

 tend

Self Care strengths of your teams?



Recommendations from the Conference Board Report

- Address the differences in perception by developing a culture of inclusion in the workplace
- Address the similarities in the preferences among workers from all generations by implementing practices based on respect, flexibility and fairness
- Learn from the effective practices used by other organizations.



Tips for Organizations



- Create a culture of diversity and inclusion
- Create a culture of collaborative discussions, decision making and problem solving (teach it)
- Develop a mentoring program – unleash knowledge transfer
- Provide professional development (CR skills)
- Adopt a strength-based approach



Conclusions from the Conference Board Report

“There is no one “type of worker” that best describes any generation. Workers from all three generations desire many of the same things in the workplace, including **respect, flexibility, fairness,** and the **opportunity** to do **interesting** and **rewarding** work.”



As Leaders

- Where do you feel confident about yourself?
- Where do you struggle?
- What is the scary stuff?
- How critical are the outcomes and dynamics of your systemic and traumatic stress?

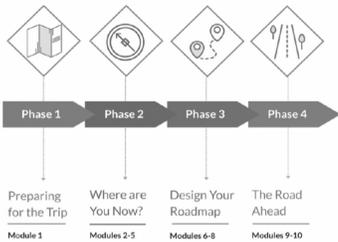
What is (or would be) helpful for you in these areas?

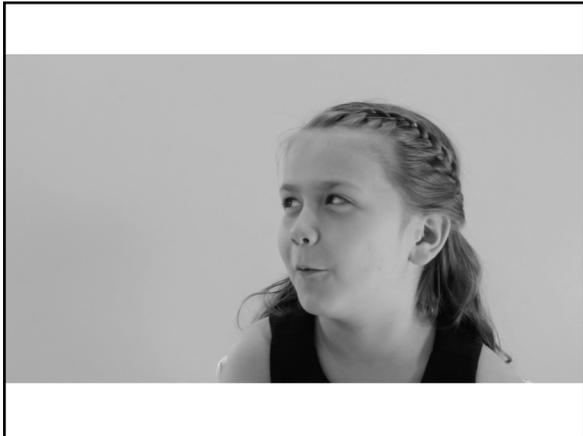


The ORGANIZATIONAL HEALTH ROADMAP
DESIGNING & IMPLEMENTING A PLAN FOR YOUR UNIQUE STRESS ENVIRONMENT

A web-based program developed by Dr. Patricia Fisher, R.Psych., L.Psych.

This practical 10-Module program guides you and your team as you design your unique Roadmap to Organizational Health





**Slides
& Questions**

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