

# WORKING ACROSS GENERATIONS

## A Factsheet on Retention Strategies to Support an Intergenerational Workforce

TRADITIONALISTS	1925-1945
BABY BOOMERS	1946-1964
GENERATION X	1965-1980
MILLENNIALS	1981-1996
GENERATION Z	1997-2010

### STEREOTYPES

are harmful and rely on generalizing groups of people. They can be used to alienate and promote division.

Rooted in all or nothing thinking

### DIFFERENCES

are nuanced, acknowledge and respect individuals. Remember, no group is a monolith.

Driven by objective thinking

"The reality is that everyone wants pretty much the same thing, which is for their organizations to cultivate respect...some would argue that is really the secret to teamwork and leading across generations."  
-Center for Creative Leadership

## Three C's of Maximizing an Intergenerational Workforce

### Context

- Every generation came of age in a different societal context, with varying degrees of access to available technology and discrete social norms. These generational experiences inform how your staff understand the world and relate to their work and organizations.

### Curiosity

- Make a habit of assuming good intent. When you struggle to understand or connect with a colleague from a different generation, use active listening skills and ask questions to learn more about their perspective and the "why" behind their words and actions.

### Collaboration

- Focus on positive communication norms by investing in both individual skill building and codifying organizational procedures and information pathways. Leverage the available skills and expertise of your staff, regardless of their age or generation. Promote an environment of learning and growth by leaning into a strengths-based perspective.



**Today's intergenerational workforce has far more in common than not. Generally speaking, most employees want:**

- Effective compensation
- Meaningful, mission-driven work
- Reliable and supportive colleagues
- Career development opportunities
- Workplace connections
- Secure work environments

### **10 Tactics for Leading Across Generations:**

1. Learn from one another
2. Foster well-being
3. Share values and show respect
4. Be a trustworthy leader
5. Promote a supportive workplace
6. Communicate change
7. Break down silos
8. Invest in retention strategies
9. Create a place for learning
10. Build teaching skills

**By investing in organization-wide strategies that support employee well-being and prioritize retention, health centers can better support *all* staff, regardless of age.**



### **References:**

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[www.mckinsey.com/featured-insights/mckinsey-explainers/what-is-gen-z](http://www.mckinsey.com/featured-insights/mckinsey-explainers/what-is-gen-z)

[Generational Differences in the Workplace \[Infographic\]](#)

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