



Training to Suit all – Boomers, Gen X or Millenials



Mae'r Rhaglenni Prentisiaeth, Hyfforddelaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

The Apprenticeship, Traineeship and Jobs Growth Wales Programmes, led by the Welsh Government, are supported by the European Social Fund

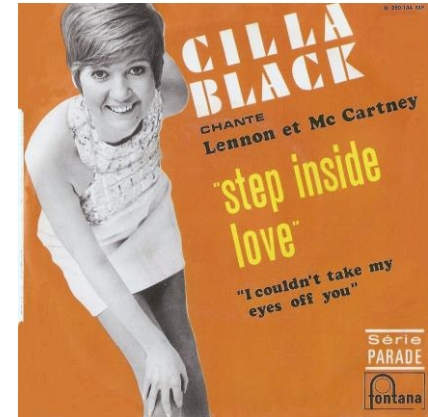


If you remember these.....



- You are probably not a Millennial

If you remember these.....



- You are probably not Generation X

Generation

People who were born at approximately the same time, considered as a group, and especially when considered as having shared interests and attitudes.

(Encarta Dictionary of English)

The Generational Groupings

Three Groups in the work place at once!



Boomers



Gen X'ers



Millennials

Boomers

a.k.a. Baby Boomers - Born: 1946 – 1964

Values:

Optimistic
Can change the world
Distrust authority
Self gratification
Personal growth

Work Ethic:

Live to work
You are what you do.
Loyal to expense of
personal life.
Title & money.

Authority:

Question authority
Non-trusting
Understand paying your
dues

Influences

Post War Optimism
Welfare state
Nationalisation
Kennedy
Cold War
Moon Landings
Winter of Discontent

Money

Biggest benefits of
welfare state.
Home owning
generation.
Having to work longer
than they thought before
retirement.
Beginning of easy credit
age.

Culture:

Motown & Beatles
TV & Touchtone phone
Swinging 60's
Rock and roll
James Dean

Boomers

- Best learn:
 - Used to detailed briefings and written information, like to feel informed and valued. Interactive learning experiences not as important but can be effective. Patient and open learners.
- Motivated
 - Financial security, Independence, Position and respect, Work ethic.

Gen X'er

a.k.a. Generation X, - Born: 1965 – 1980

Values:

Fun and informal
Skeptical
Self-reliant
Pragmatic

Work Ethic:

Desire work-life balance
Move jobs to compete
Loyal to self first
Lower work priority
gives perception of
slacking

Authority:

Unimpressed by it
Saw failing role models
Question authority

Influences

Thatcherism
Falklands war
Fall of Berlin Wall
Consumerism
Stock Market
War on drugs
HIV & AIDS

Money

A little more cautious
and conservative with
money.
As likely to rent as own
their own home.
Retire later on worse
pensions than their
parents.

Culture:

Two-working parents
Latch Key kids
Beginning of Internet &
Cell phones
Star Wars Trilogy
Michael Jackson
Top of the Pops

Generation X

- Best learn:
 - Best to use materials with fewer words than those designed for older generations, they don't read as much as Boomers, are attracted to pages that provide lots of visual stimulation – headlines, subheads, graphics, and lists
- Motivated
 - Time off, meeting own goals, recognition from boss, skills training, mentoring, fun

Millennials

a.k.a. Gen Y - Born: 1981 – 2000

Values:

Believe can do anything
Confident
Social and fun
Global citizens
Achievement oriented
Respect diversity

Work Ethic:

Observed lack of
company loyalty
Not overly enthusiastic
Hard worker-determined
Multi-taskers
Need feedback
Short termers

Authority

Unimpressed
Don't respect "know-it-all" bosses
Respect knowledge/skill
over position/rank
Want a say in how it's
done

Influences:

Zero hour contracts
Austerity
Pensions crisis
Iraq & Afghanistan
War on terror
Climate change

Money:

Earn to spend.
Unlikely to own a home
until later in life (if at all)
Little trust in pensions or
welfare state.

Culture

Two working parents
Non-traditional families
Digital generation
Reality TV
You Tube
Online gaming

Millennials

- Best learn:
 - Materials that suit them are lively and varied; they will become bored with learning/training that is not highly active and interactive (entertain me!). Printed materials should have the same multiple focal points as the materials targeted at Xers.
- Motivated
 - Time off, portable skills, training, meeting own goals, mentoring, money to spend on social life.

Technology learning curve

Technology life cycle is now 12-24 months

- For Boomers, it changes just as they assimilate the last version
- For Gen X, it is a hassle they put up with
- For Millennials, it is life as they know it

Communication and Social Skills

People communicate based on their generational background

- It creates the starting point for understanding
- With 3 different generations, there are 3 different starting points
- This sets up too many assumptions and too many opportunities for misunderstandings and conflict.

Generational Skills Gaps

- With the pace of change increasing in the workplace, all generations have skill gaps that make it difficult to adapt effectively.

Technology and
Digital Literacy
Skill Gaps



Communication
and Soft Skill
Gaps



Boomers have a wealth of soft skill and communication skills. Greatest need is in technology and digital skills



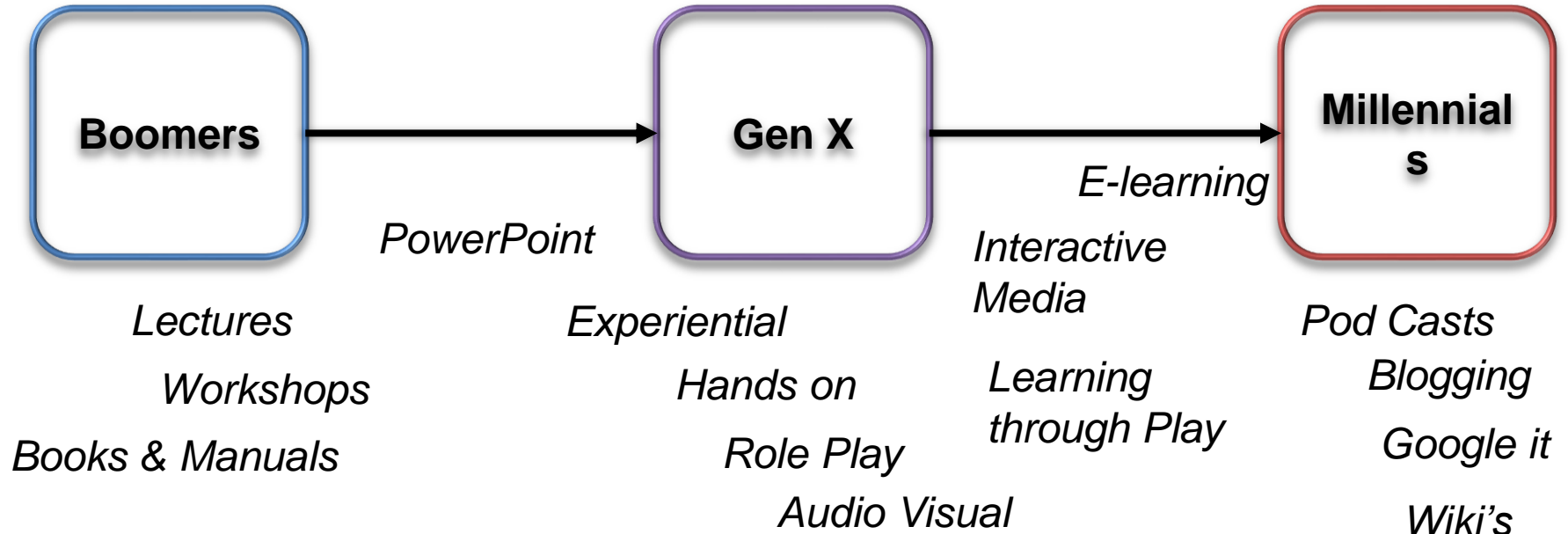
Gen X exhibit gaps in aspects of technology and soft skills. Pragmatic approach – know what they need to know



Millennials are digitally literate and comfortable with technology but can lack the skills to build working relationships

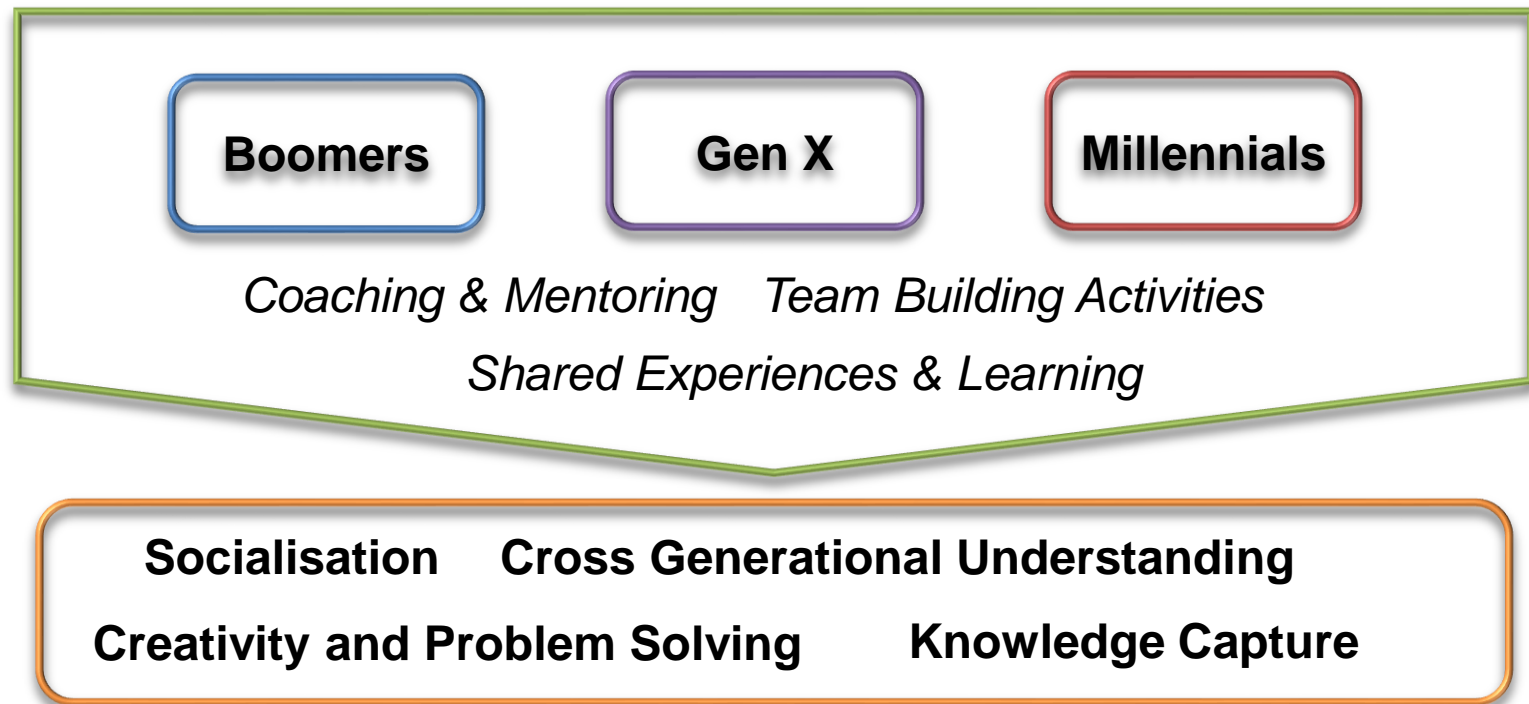
Development Strategies – Bridging the Gap

- Assumes each generation is too different in terms of learning needs and learning methods.
- Bridge the gap between by providing multiple channels of learning to suit each group



Development Strategies – Alignment

- Assumes each generation can learn from the strengths of the others.
- Alignment creates connections and links across generations to maximise benefits of diversity.



The Future of Training

“Rather than building a structure around the provider, the new (training) paradigm builds a support system around the learner. It’s a shift in focus That’s sufficient to turn the entire learning and training fields upside down and to reset everything we’ve done in the past to zero.” Jonathon Levy

Future Training Profile

- Personalised learning – customised environments
- Fast flowing feedback
- Integrated technology and media
- Bridging and Alignment together
 - Bridging to meet individual competence needs
 - Alignment to build communities of practice and cross pollination of values and ideas

Generation Z - Nexters

- Born: 2000 – Present
- Information rich, attention poor
- Technology and change is in their DNA
- Development Needs – ***Unknown***
- Motivations – ***Unknown***
- Arrival in the workplace - ***Imminent***



Questions?



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