National Association
for Court Management
Building an Effective Multigenerational Court System
JEFF BUTLER

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for Court Management
Slides? Jeffjbutler.com/slides
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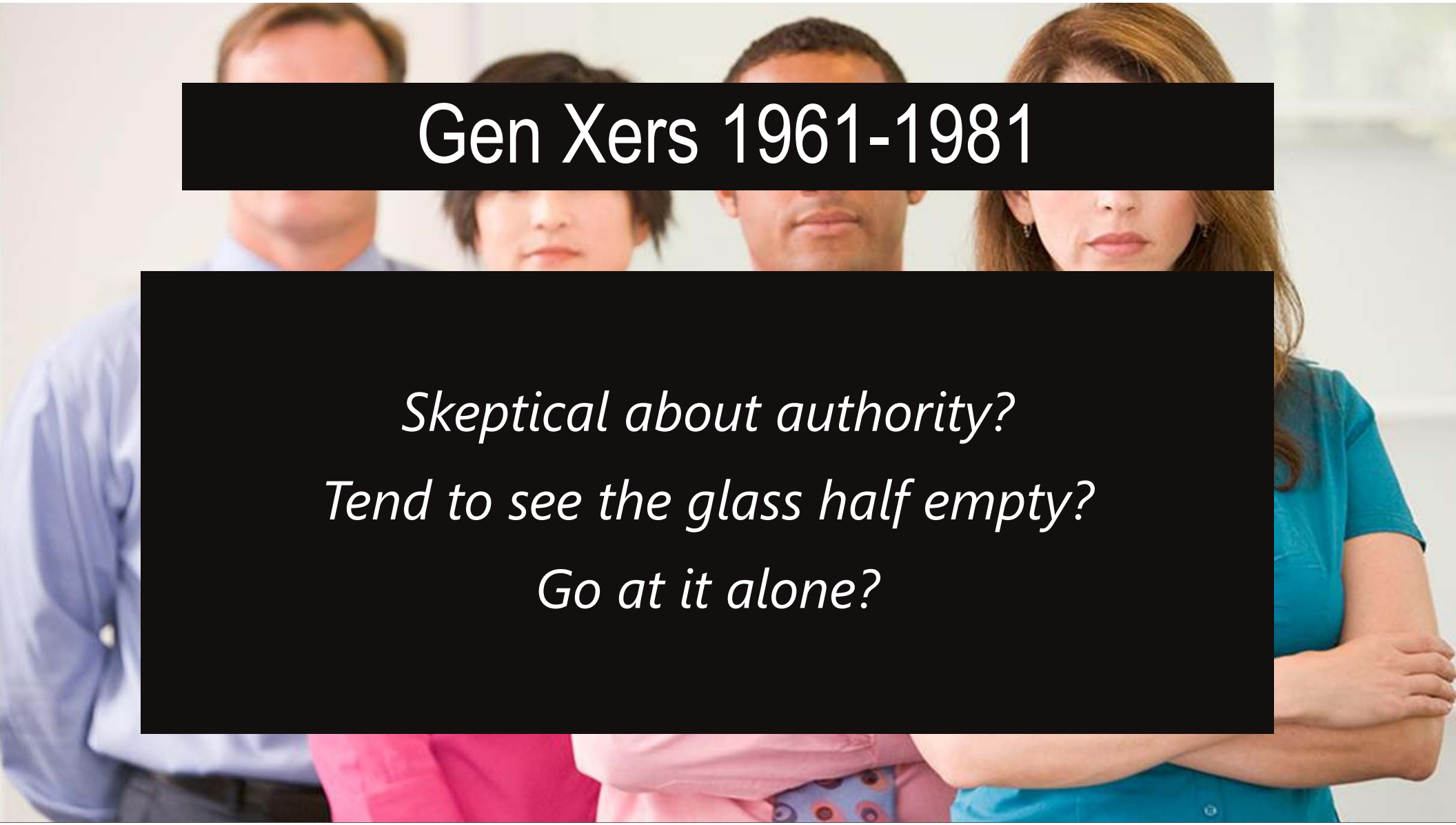
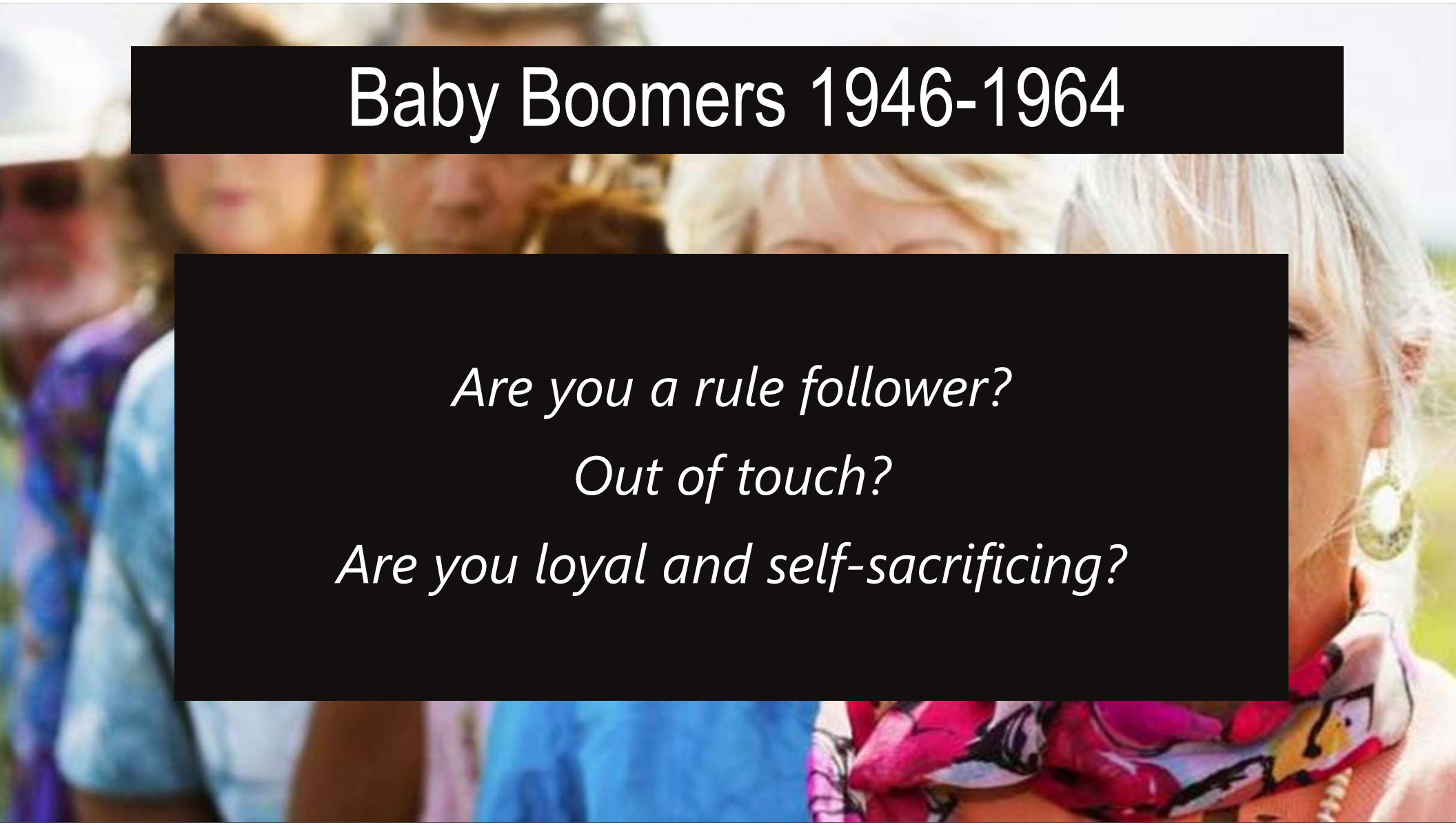


Gen Xers 1961-1981

Skeptical about authority?

Tend to see the glass half empty?

Go at it alone?



Baby Boomers 1946-1964

Are you a rule follower?

Out of touch?

Are you loyal and self-sacrificing?

Millennials 1980-2001
Entitled?
Lazy?
Love technology?

REUTERS
CNBC
The New York Times
Bloomberg
TELEVISION
THE WALL STREET JOURNAL
The Washington Times
The Washington Post
Los Angeles Times
AP
CHICAGO SUN-TIMES
THE WALL STREET JOURNAL
RADIO NETWORK
USA TODAY
BBC WORLD NEWS
FOX NEWS Channel
60 MINUTES
DATELINE
Chicago Tribune
BusinessWeek
CNN
FRONTLINE
GQ
LOOK SHARP // LIVE SMART
TV GUIDE
Ladies' Home Journal
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FINANCIAL TIMES
WOR
RADIO 710 HD
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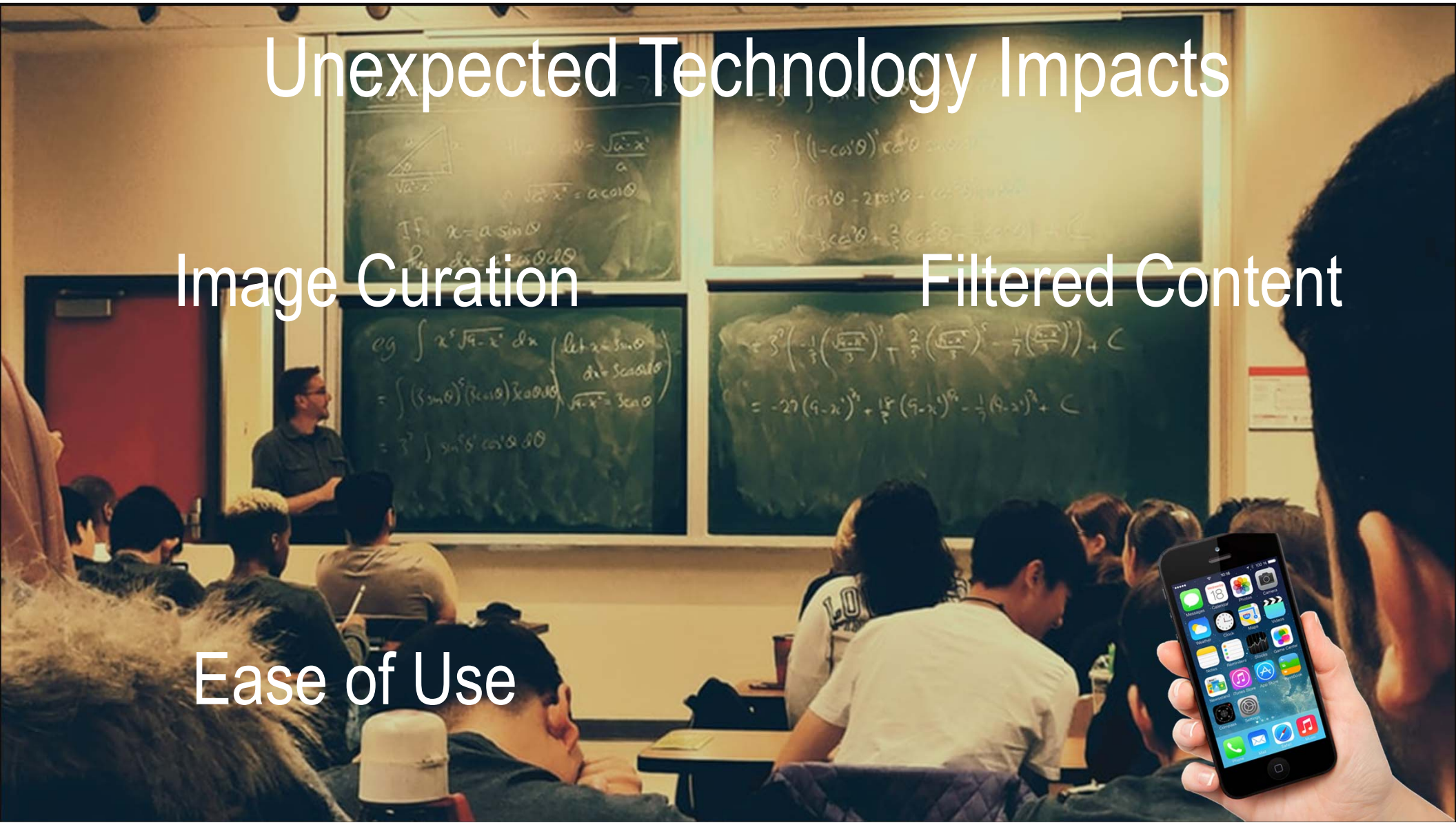
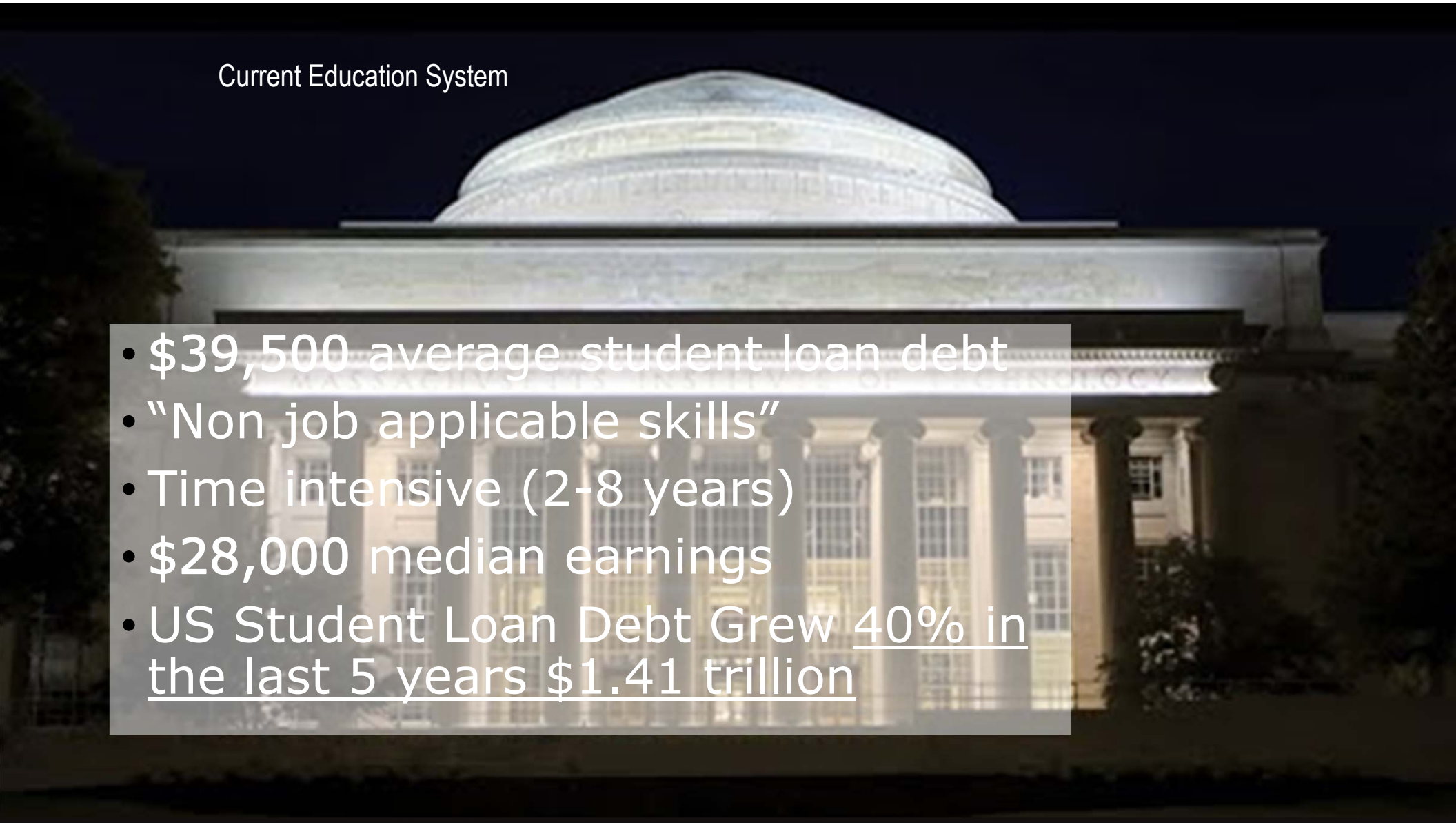
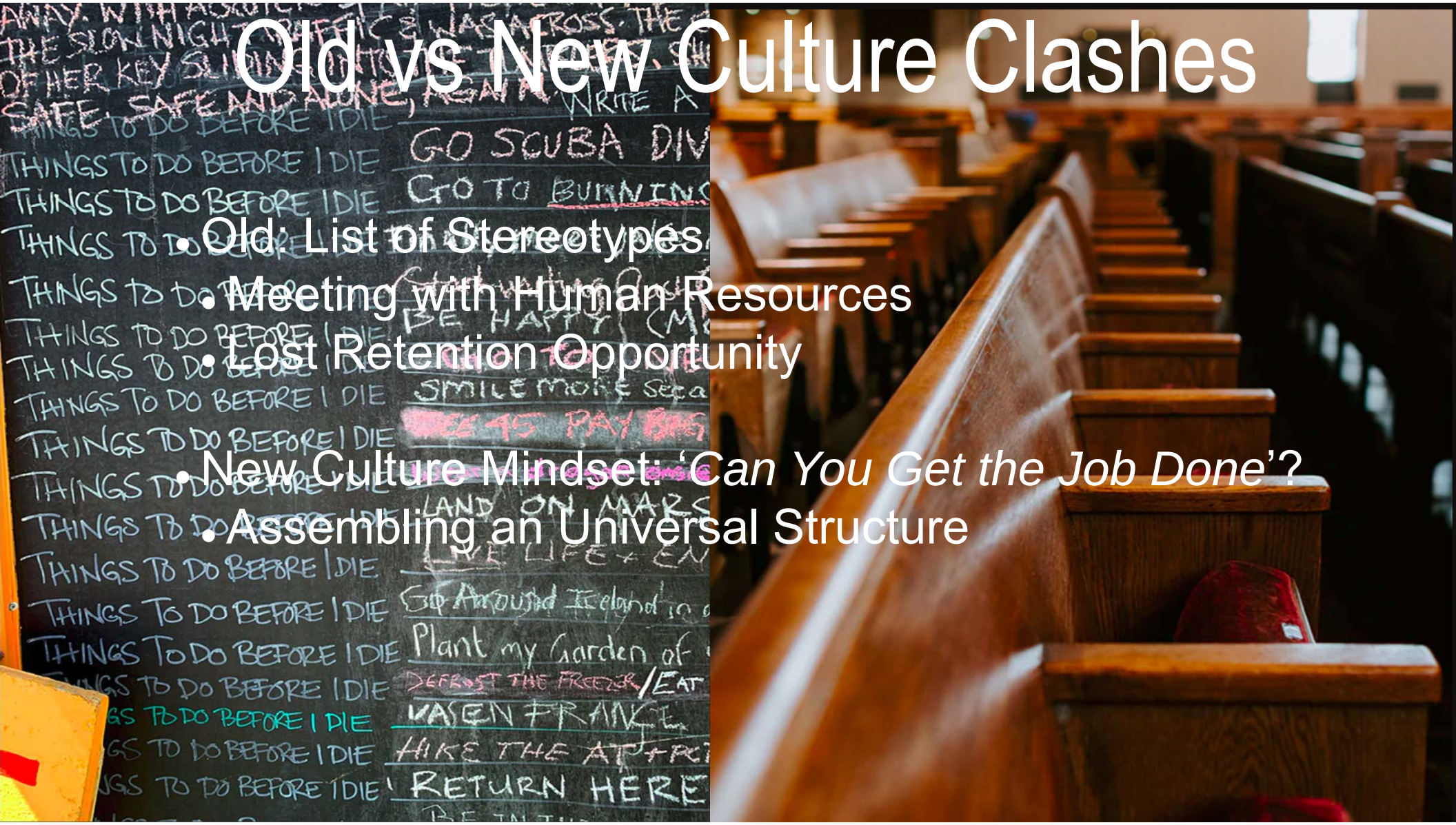
MAD MONEY
Parents
HEALTHY KIDS. HAPPY FAMILIES
POPSCI
VANITY FAIR

Unexpected Technology Impacts




Current Education System
• $39,500 average student loan debt
• "Non job applicable skills"
• Time intensive (2-8 years)
• $28,000 median earnings
• US Student Loan Debt Grew 40% in the last 5 years $1.41 trillion

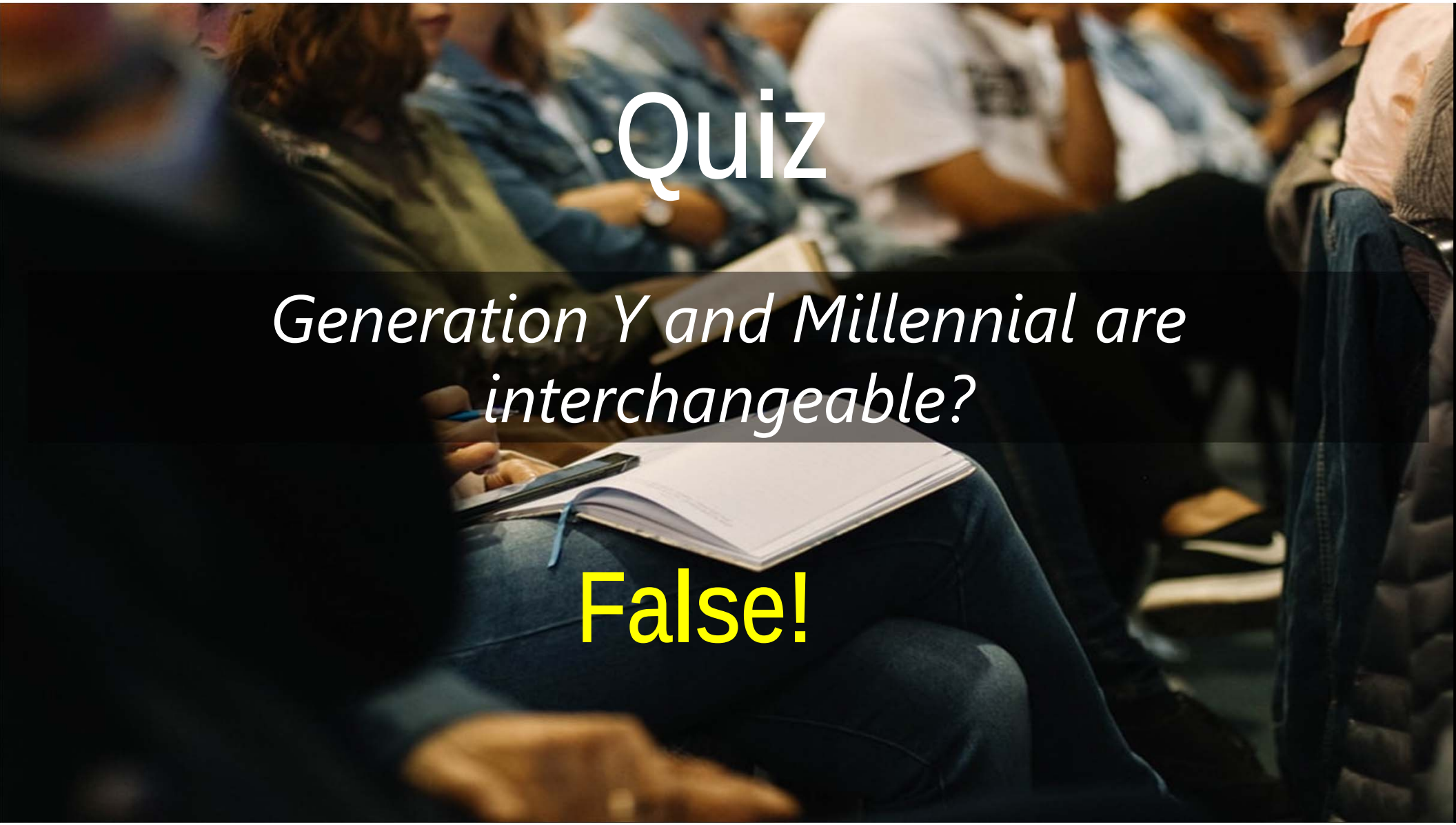
Old vs New Culture Clashes



- Old: List of Stereotypes
- Meeting with Human Resources
- Lost Retention Opportunity

- New Culture Mindset: '*Can You Get the Job Done*'?
- Assembling an Universal Structure

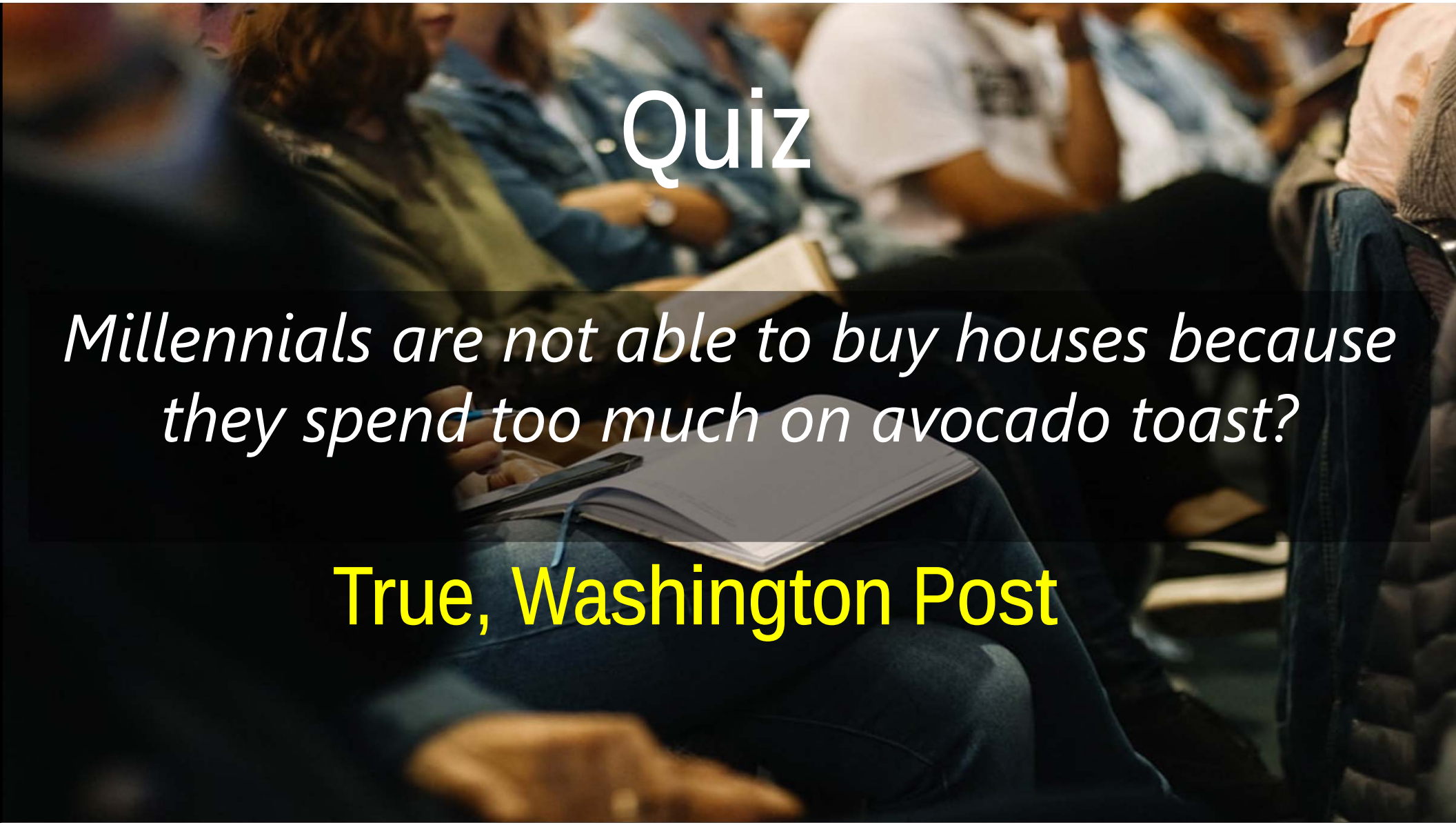
Multigenerational Court
1
Alignment


Quiz
Generation Y and Millennial are interchangeable?
False!

Quiz

Technology only impacts us on a sociological level?

False!



Quiz

Millennials are not able to buy houses because they spend too much on avocado toast?

True, Washington Post

Nick Confessore

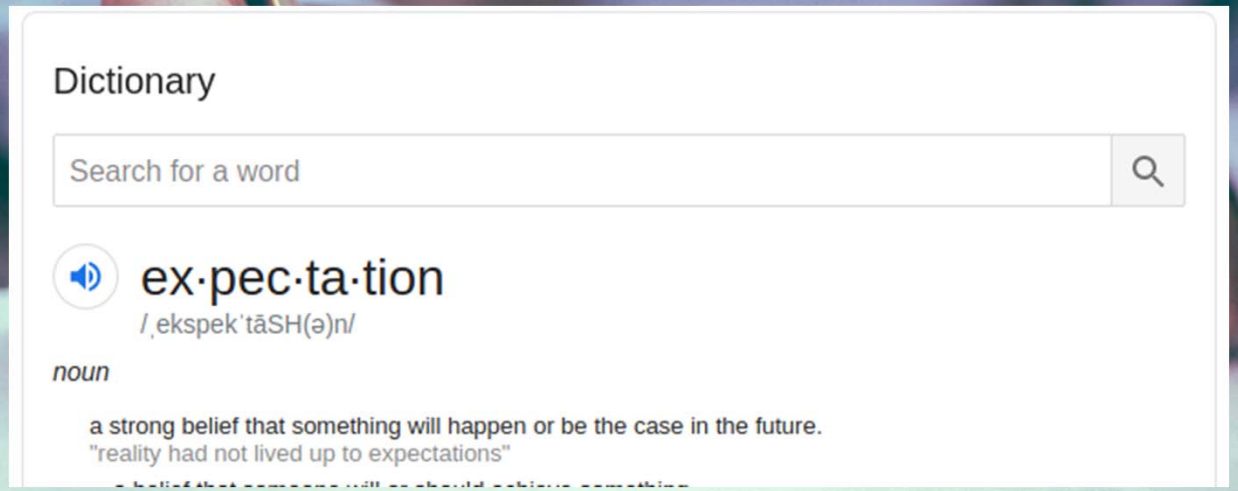
@nickconfessore

If I forego my daily avocado toast and save $50 a week at 5% interest, I can save $33,644 in just a decade!

92 1:56 PM - May 15, 2017

32 people are talking about this

Defining Expectation



An Agreement Between Two Parties

The Generation Responses

Baby Boomer Bob

- Base salary?

Generation X Jill

- Leadership opportunities?

Millennial Mark

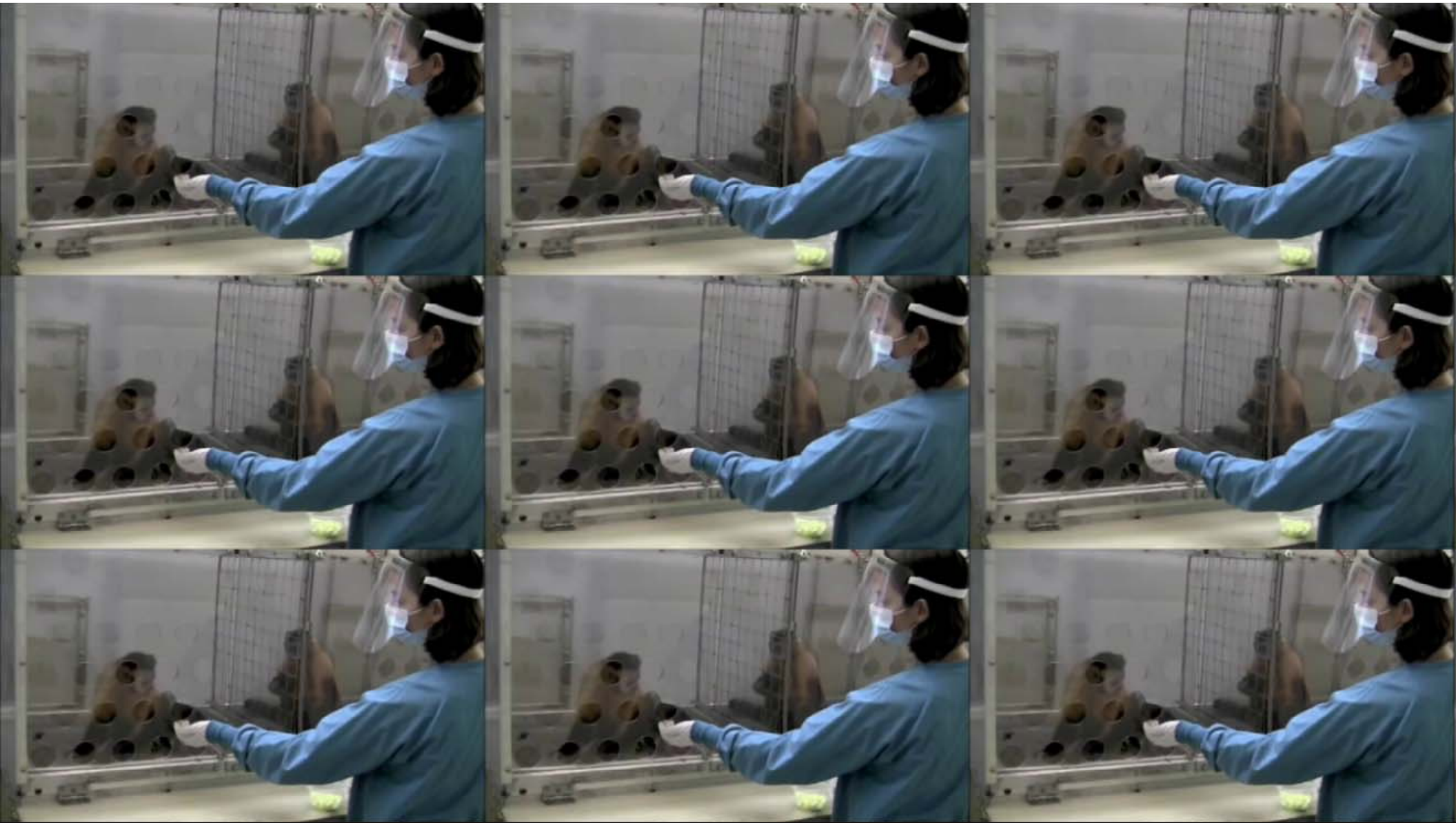
- Work from home?

Adam’s Equity Theory

ADAM'S EQUITY THEORY CONSEQUENCES

- Decrease Output
- Push for More Authority
- Go into survival (9-5) mode
- Become Resistant

Lordil
ZEISS
Imager.M2m



Alignment Hot Spots

- Work/Life Balance
- Work Ethic
- Culture
- Communication Protocol

Work Ethic
“People will perform to the lowest level of what you tolerate” - Bill Wooditch

Handling Entry-Level Work Ethic

1. Have you ever felt your skills weren't good enough for the task?

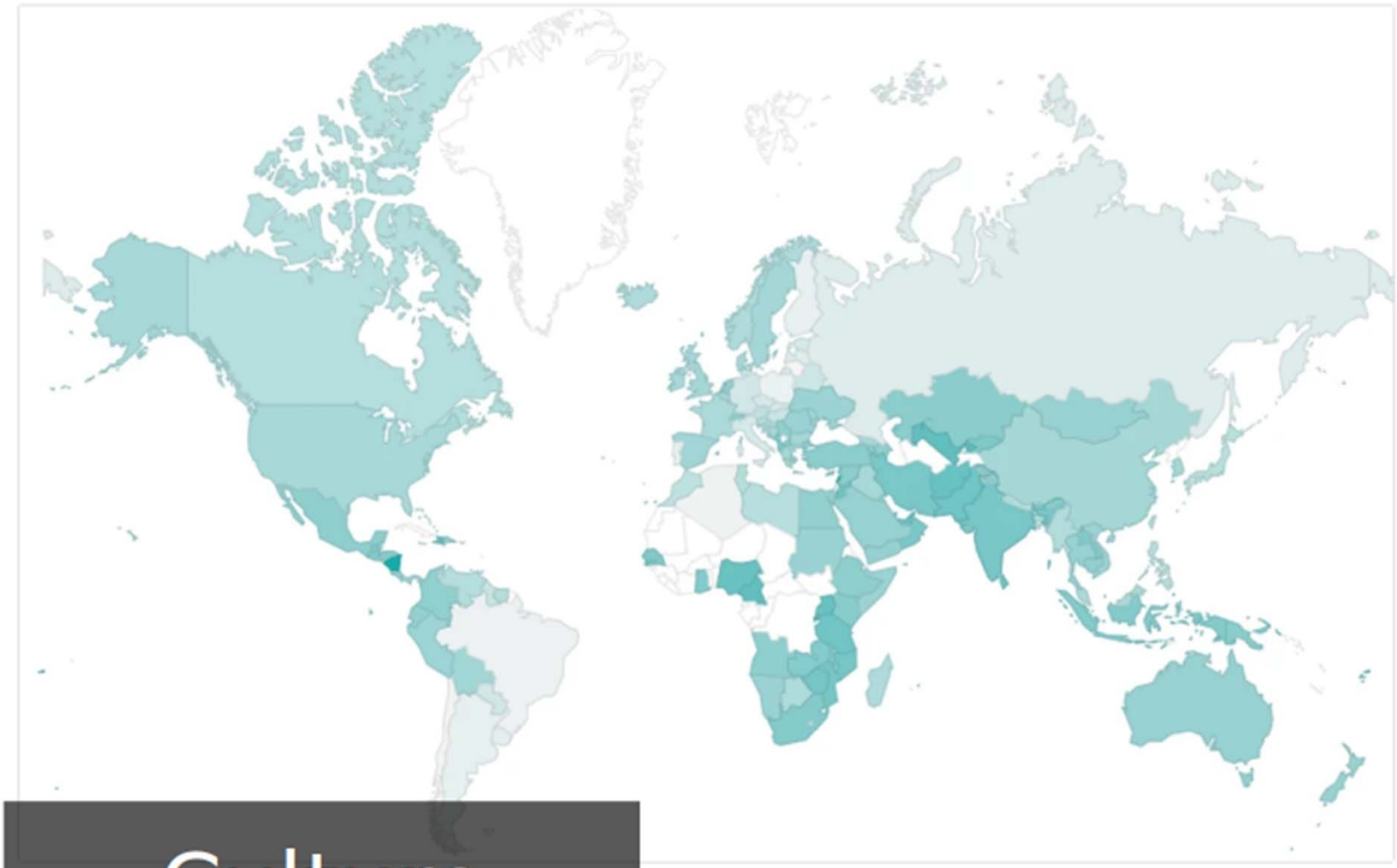
1. Tell me the last time you made a mistake?

1. What is your expectation of your career progression working here?

Handling Poor Work Performance

Checklist protocol

- Timing
- Work Quality
- Report Length



Top Extraverted countries

1. Nicaragua (57.49%)
2. Lebanon (56.39%)
3. Rwanda (55.16%)
4. Uzbekistan (54.25%)
5. Cameroon (54.22%)
6. United Arab Emirates (54%)
7. Uganda (53.85%)
8. Afghanistan (53.78%)
9. Nigeria (53.72%)
10. Fiji (53.63%)

Top Introverted countries

1. Lithuania (55.6%)
2. Chile (55.46%)
3. Algeria (55.15%)
4. Faroe Islands (55.11%)
5. Brazil (54.93%)
6. Poland (54.83%)
7. Finland (54.65%)
8. Portugal (54.65%)
9. Argentina (54.57%)
10. Uruguay (54.38%)

Culture

Quiz

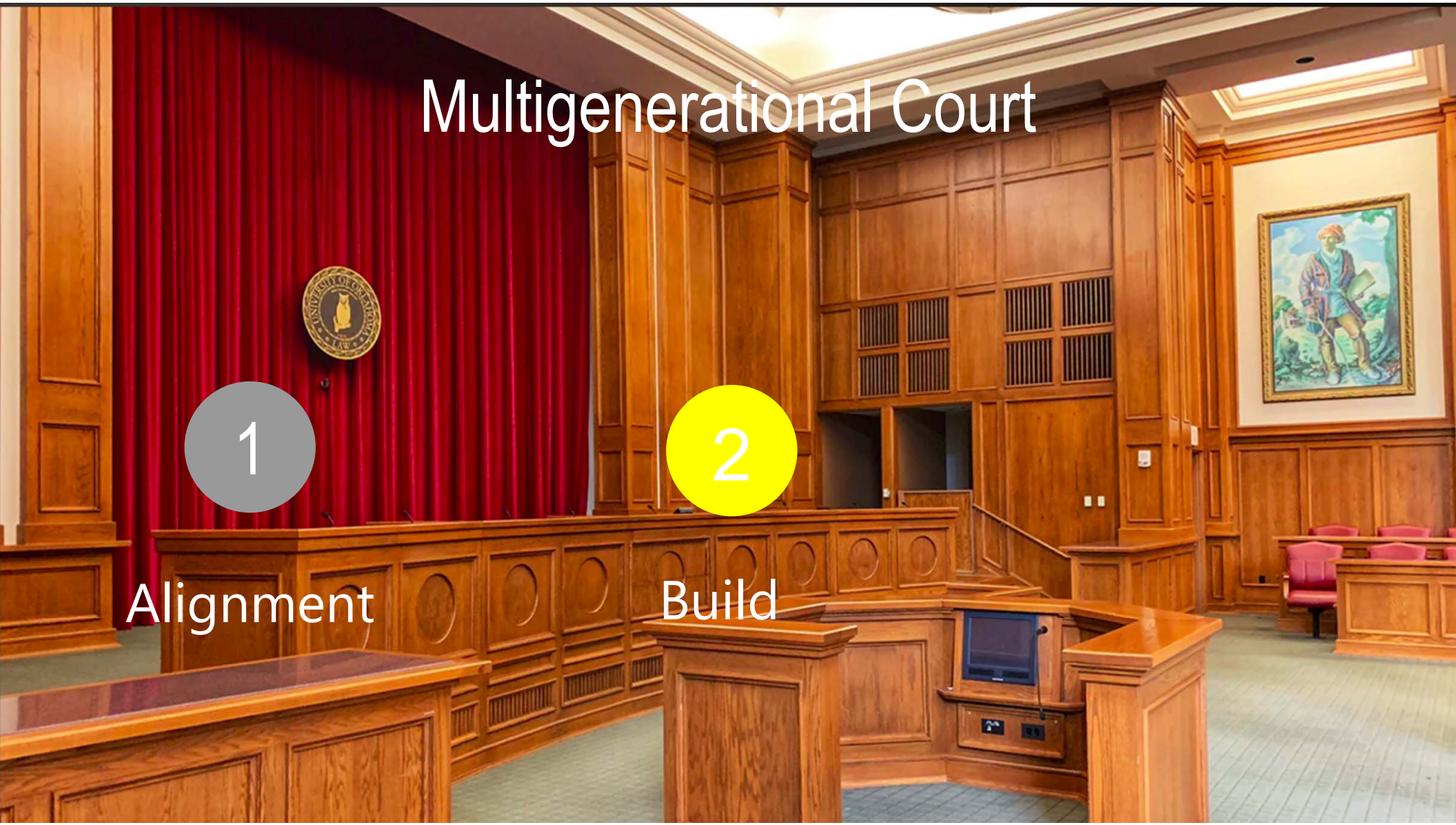
Checklist protocols are used to improve company morale?

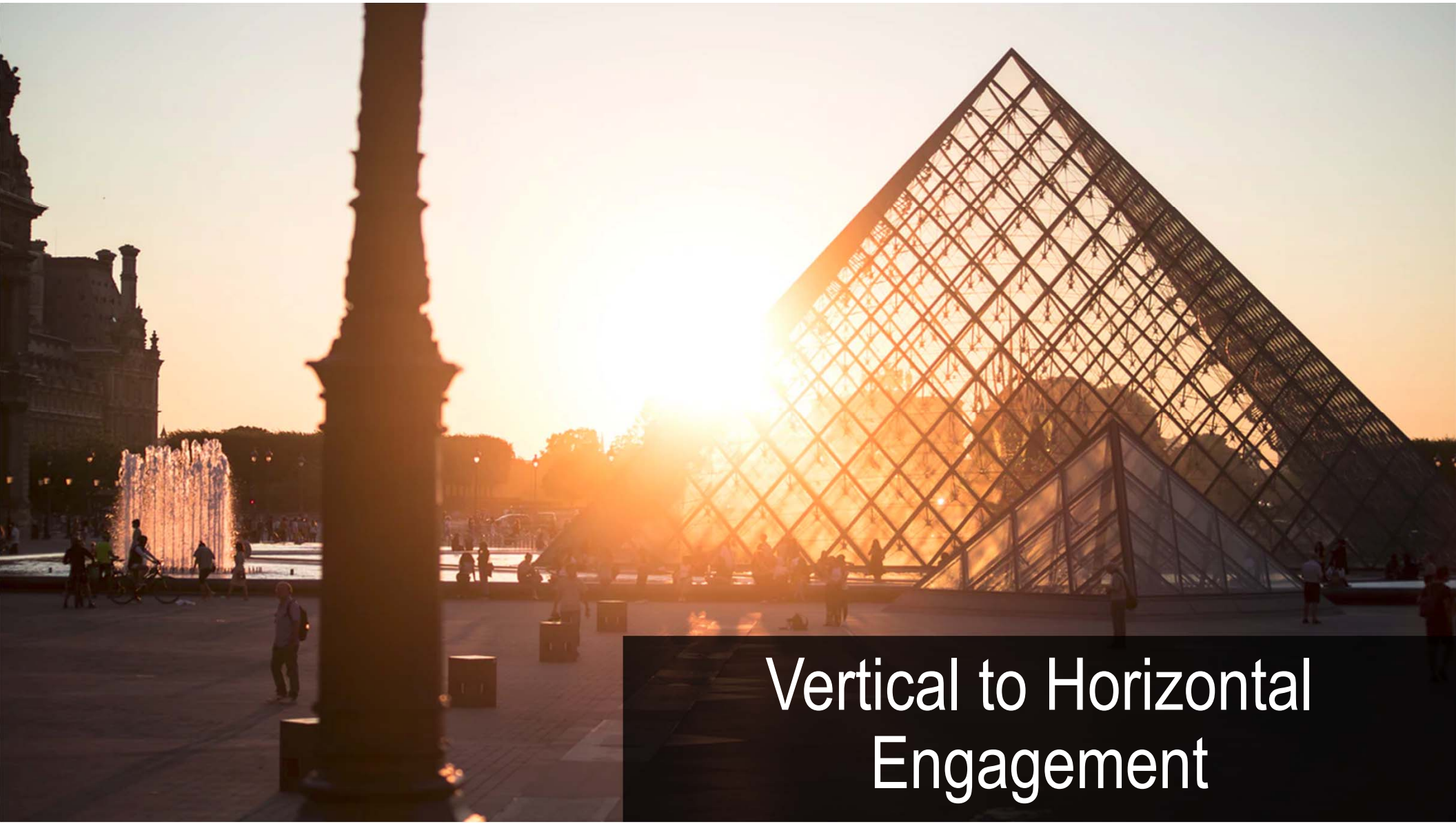
False!, Work Quality

Quiz

To screen for entitlement, ask questions about the past work consistency?

False!, mistakes


Multigenerational Court
1
Alignment
2
Build


Vertical to Horizontal
Engagement

Values and Beliefs

Solving Intergroup Conflict

Thomas Pettigrew PhD.
Research Professor
Social Psychology
UC Santa Cruz

Emotional Connection

All Port Conditions

Equal Status

Common Goals

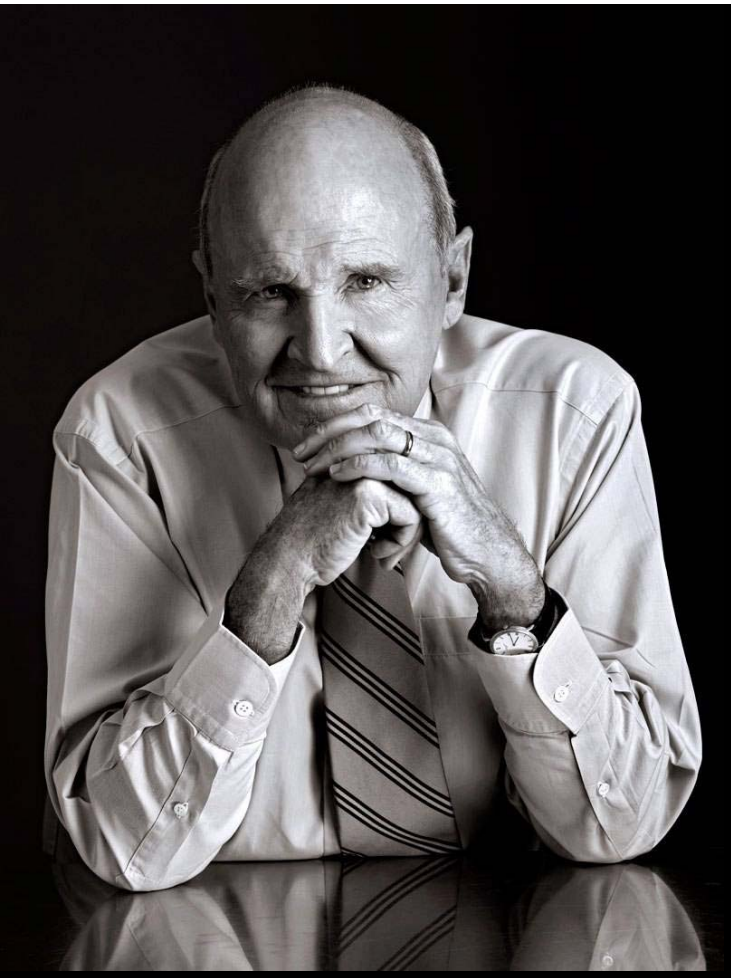
Intergroup Cooperation

Institutional Support

Volunteering

Project ROI
20% ↑ Morale
7.5% ↑ Engagement
13% ↑ Productivity
50% ↓ Turnover

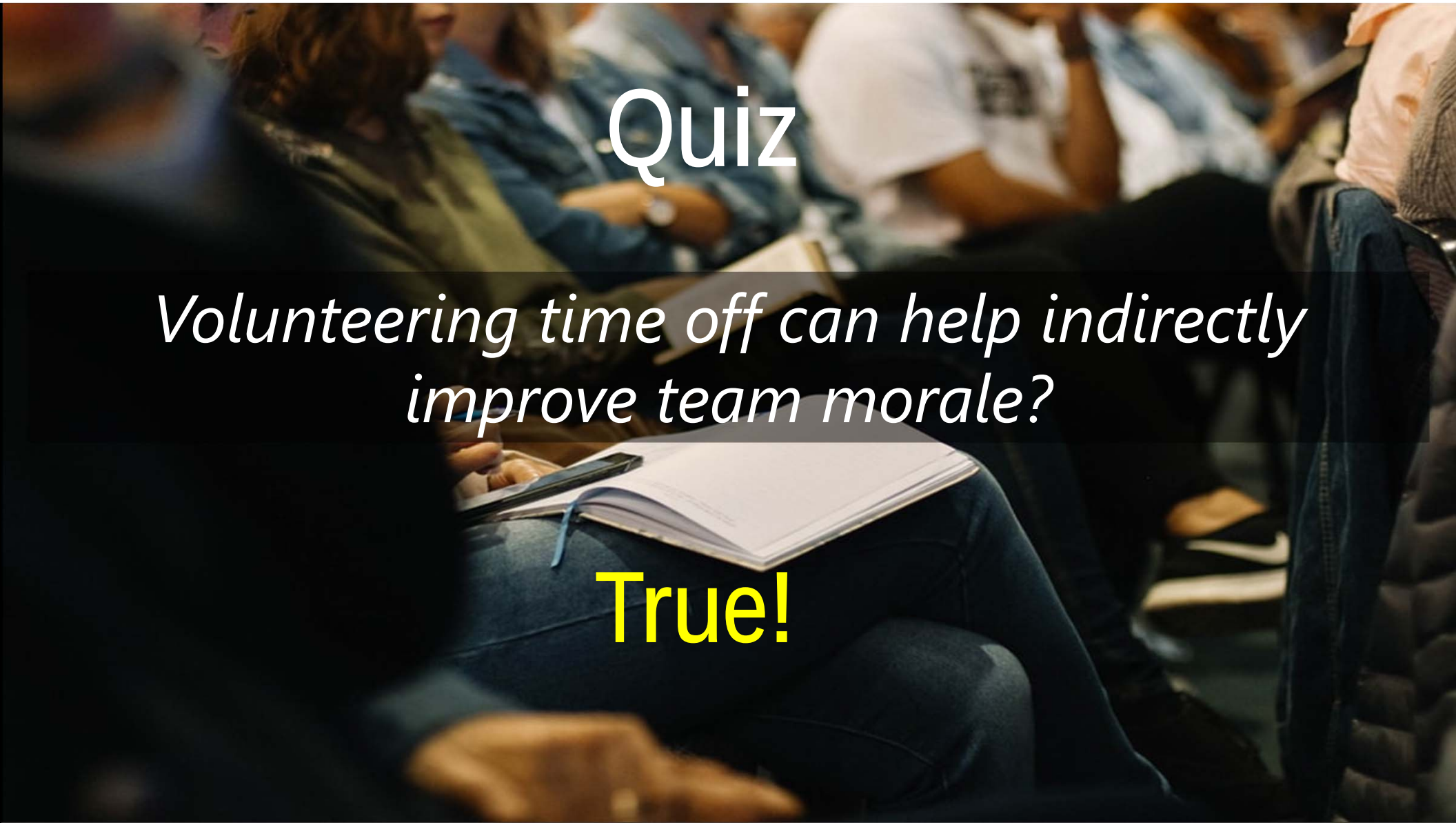
Reverse Mentorship



Jack Welch & Andrew Grove

Past CEOs of GE & Intel

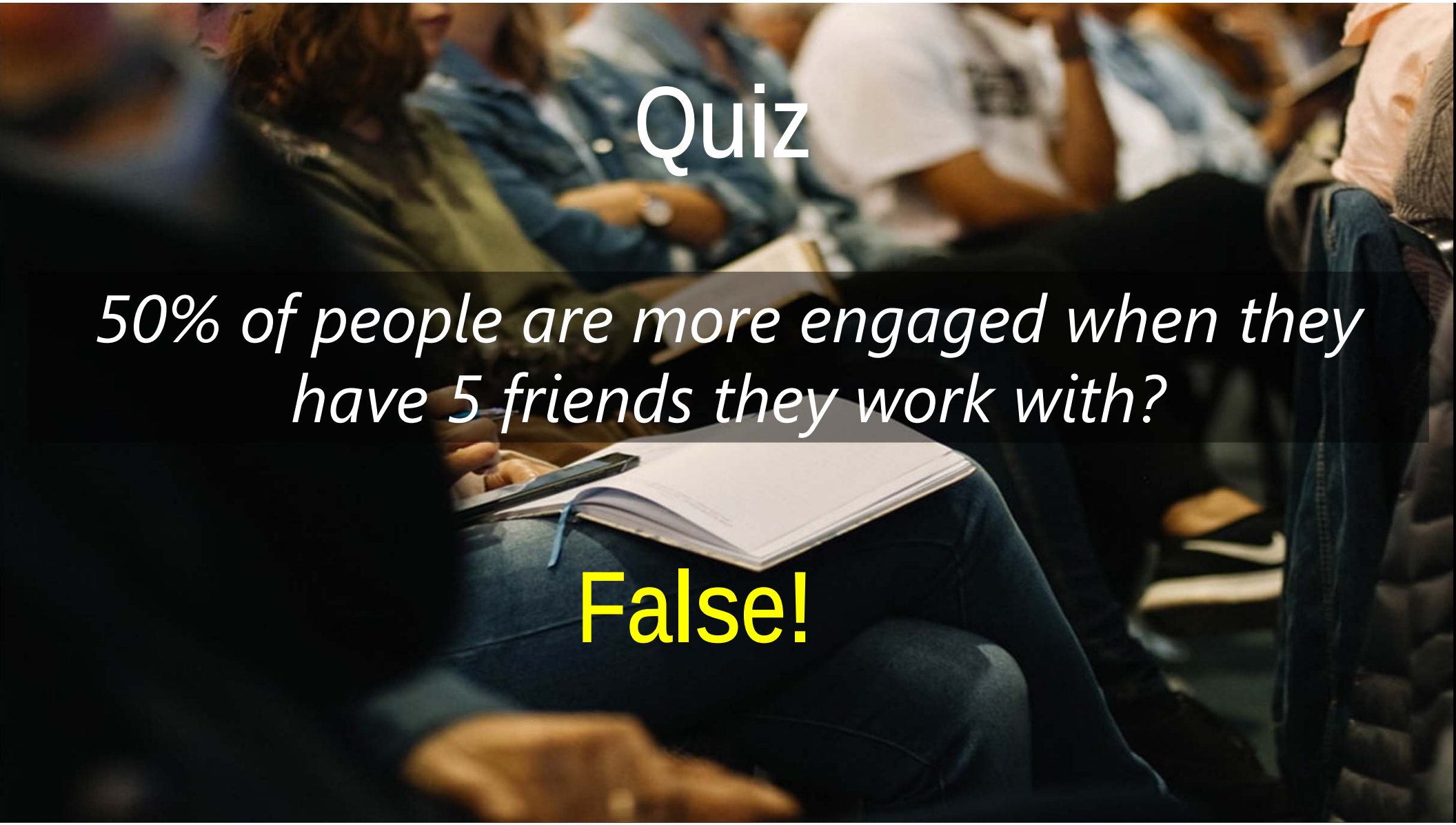
Succession Planning



Quiz

Volunteering time off can help indirectly improve team morale?

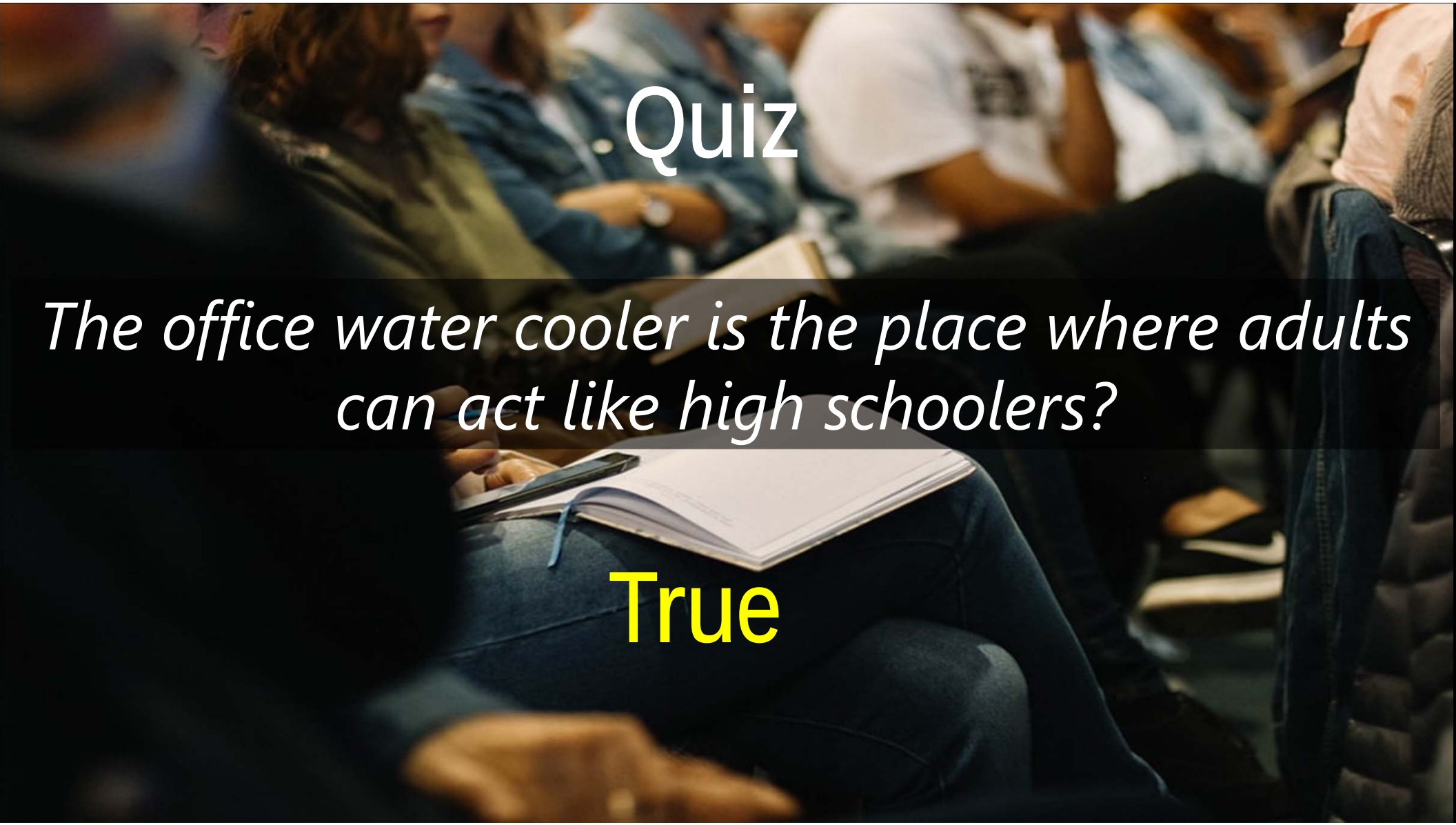
True!


Quiz
50% of people are more engaged when they have 5 friends they work with?
False!

Quiz

Adam Equity's solely focuses on demographic inclusion?

False!, Fairness


Quiz
The office water cooler is the place where adults can act like high schoolers?
True

Multigenerational Court
1
Alignment
2
Build
3
Communicate

Communication is the Pipeline for Innovation

The Generational Responses

Baby Boomer Bob

- Little Feedback
- Annual Review

Generation X Jill

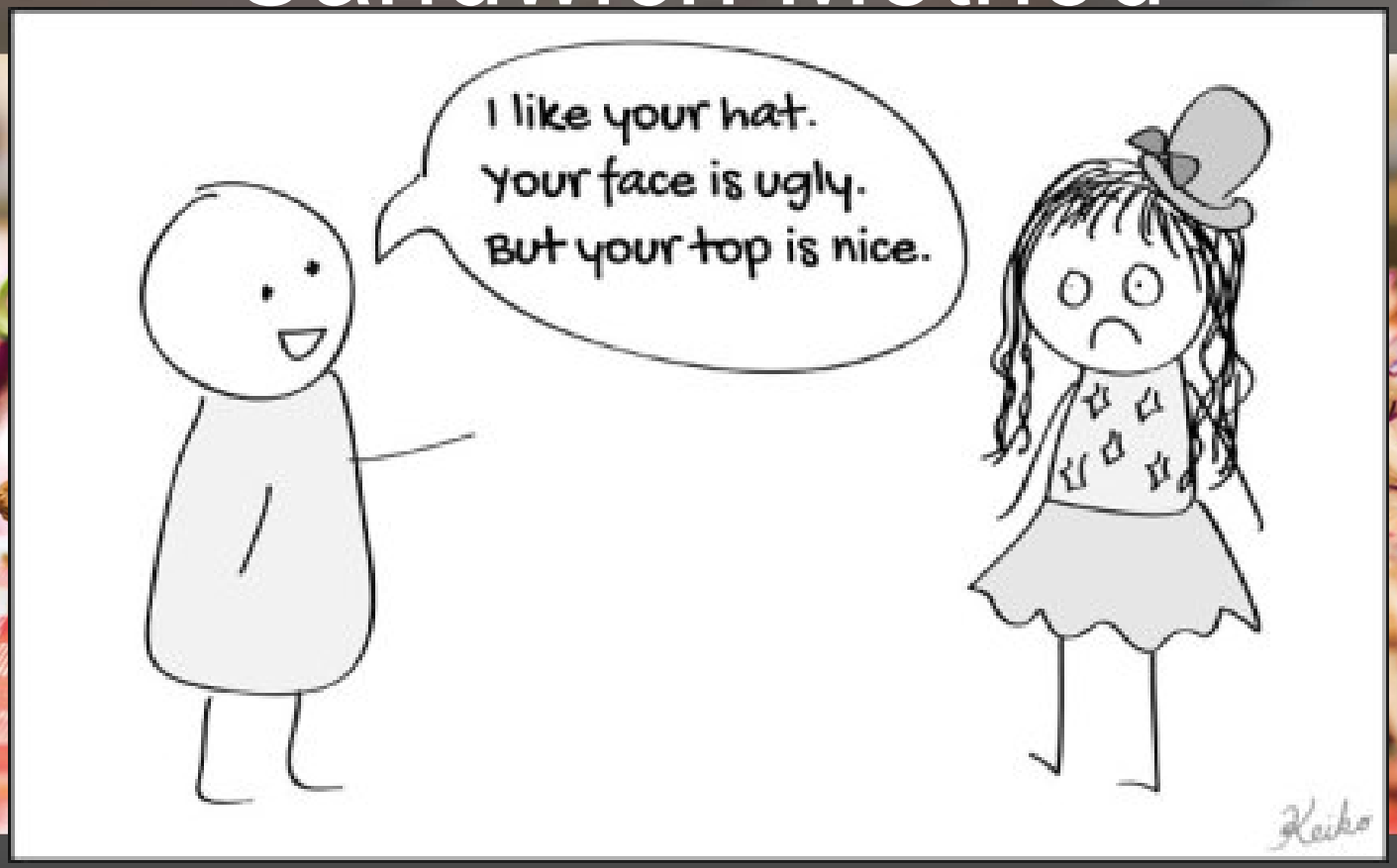
- Monthly Feedback
- Tell them during next 1v1

Millennial Jeff

- Immediate Feedback
- Now

Feedback Consistency

Sandwich Method

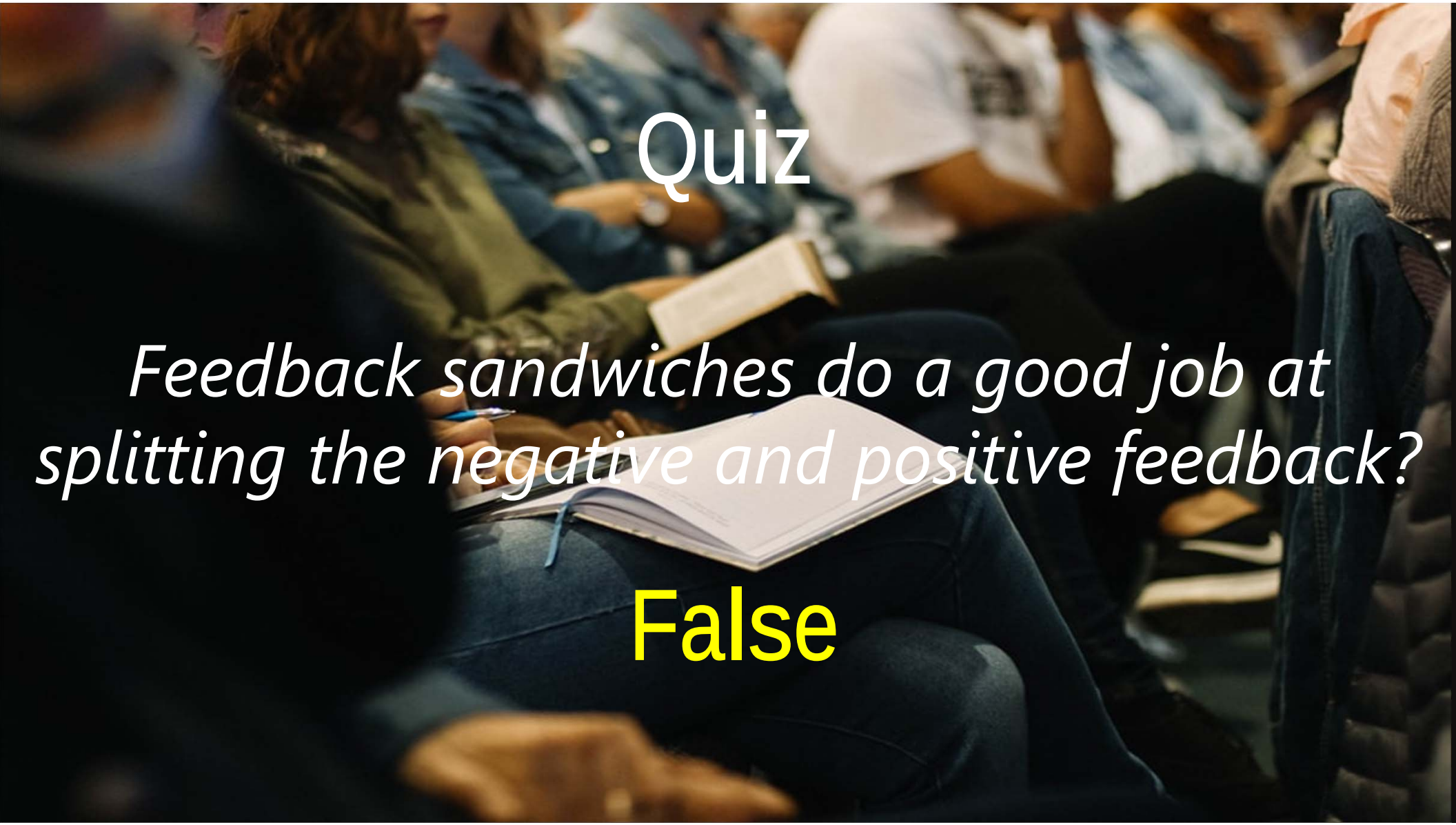


Sandwich Method

Leaders Set the Communication Tone

Pipeline for Communication

- Backfill anticipation
- Process improvement
- Employees feel heard
- Increase in engagement



Quiz

Feedback sandwiches do a good job at splitting the negative and positive feedback?

False

Multigenerational Court
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2
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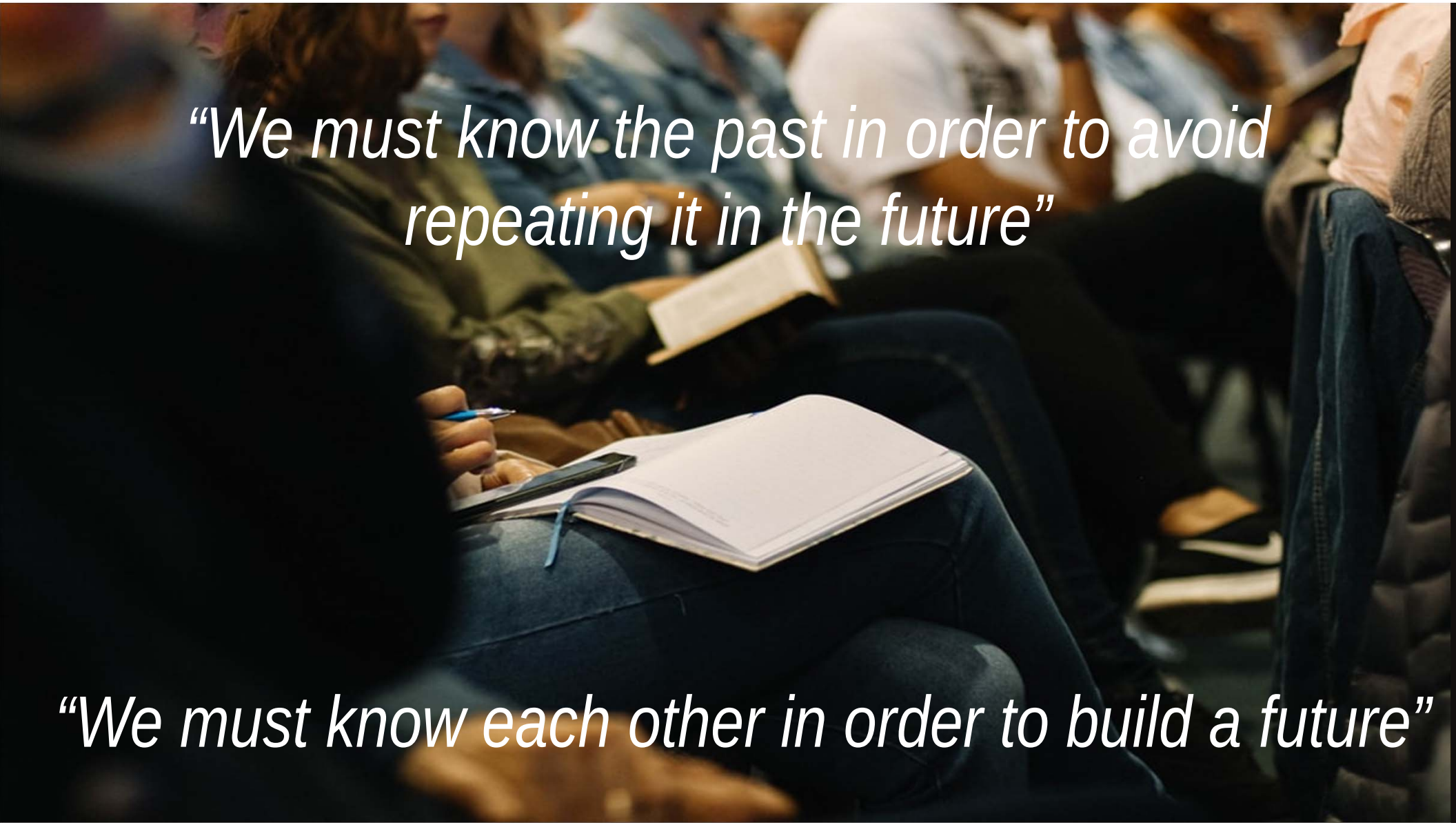
Communicate

INSPIRING PURPOSE

Christmas Day 1914


“We must know the past in order to avoid repeating it in the future”
“We must know each other in order to build a future”

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