



National Association
for Court Management



Building an Effective Multigenerational Court System



JEFF BUTLER



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for Court Management



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Slides? Jeffjbutler.com/slides



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?



The New York Times **Bloomberg**
TELEVISION

THE WALL STREET JOURNAL **The Washington Times**
The Washington Post **Los Angeles Times**

CHICAGO **SUN-TIMES** **THE WALL STREET JOURNAL** **AP**
RADIO NETWORK ((-))



Chicago Tribune **BusinessWeek** **CNN**

FRONTLINE **GQ** **TV GUIDE** **Home Journal** **FT**
LOOK SHARP//LIVE SMART RADIO 7-10 HD SCIENTIFIC AMERICAN™ FINANCIAL TIMES

MAD MONEY **Parents** **POPSCI** **VANITY FAIR**
HEALTHY KIDS. HAPPY FAMILIES THE FUTURE NOW



Unexpected Technology Impacts

Image Curation

Filtered Content

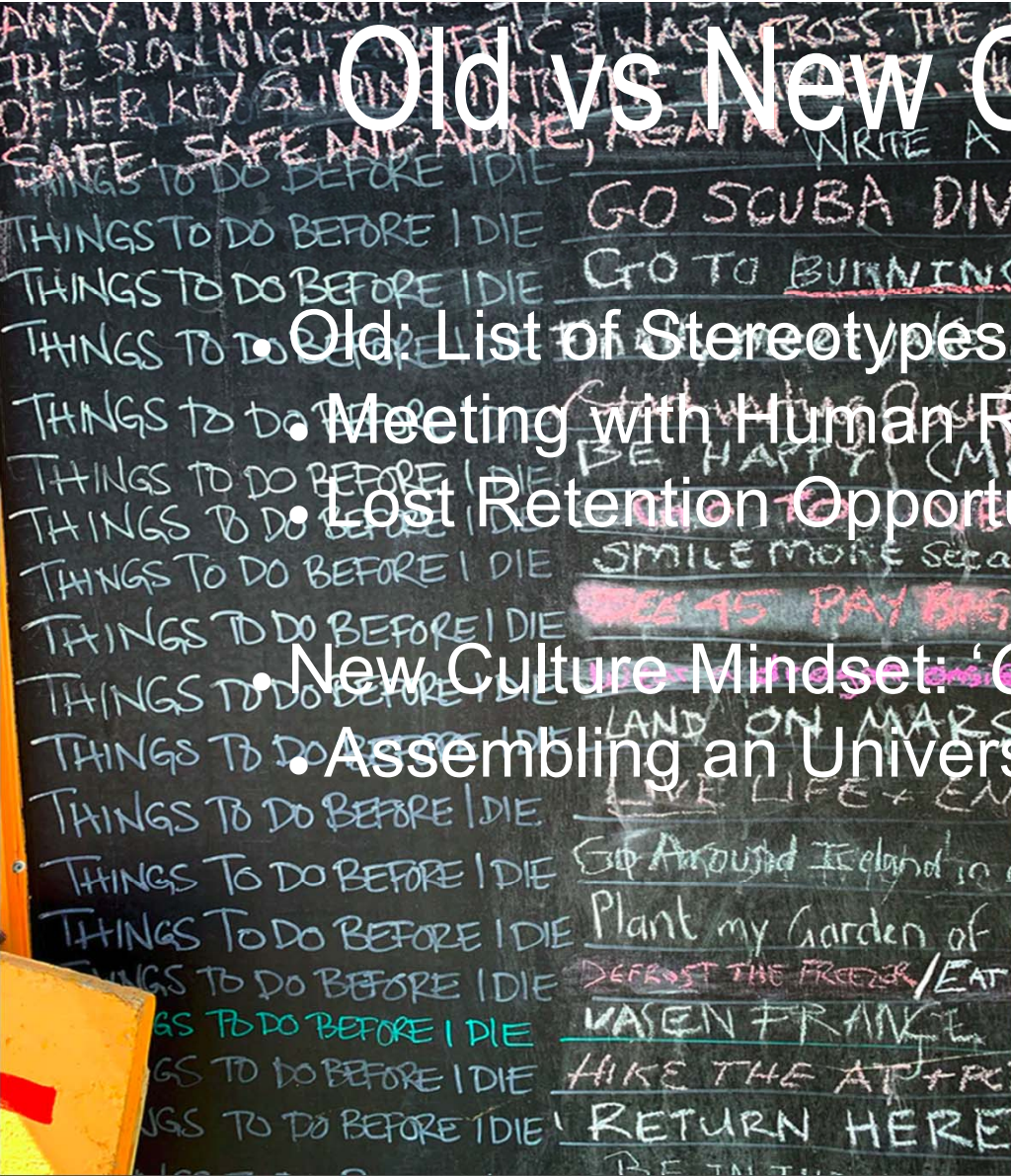
Ease of Use



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

Dictionary

Search for a word 

 **ex·pec·ta·tion**
/ˌɛkspekˈtɑːʃ(ə)n/

noun

a strong belief that something will happen or be the case in the future.
"reality had not lived up to expectations"

a belief that someone will or should achieve something

An Agreement Between Two Parties

The Generation Responses

**Baby Boomer
Bob**



- Base salary?

**Generation X
Jill**

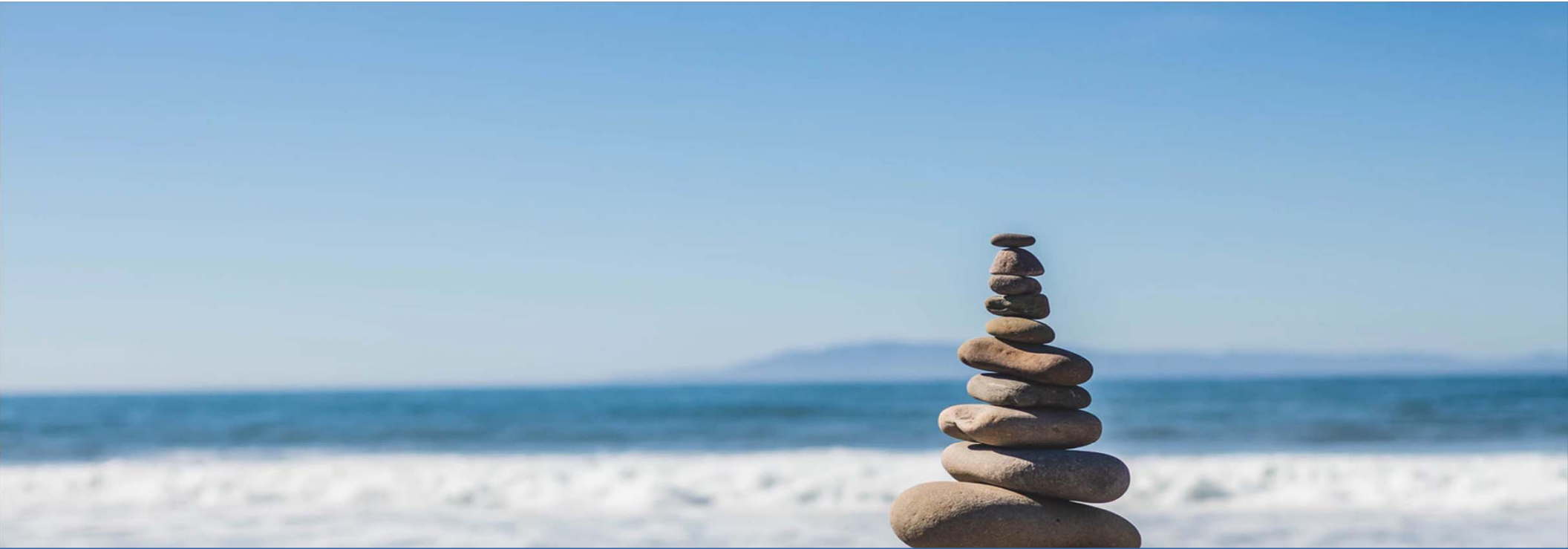


- Leadership opportunities?

**Millennial
Mark**



- Work from home?



Adam's Equity Theory

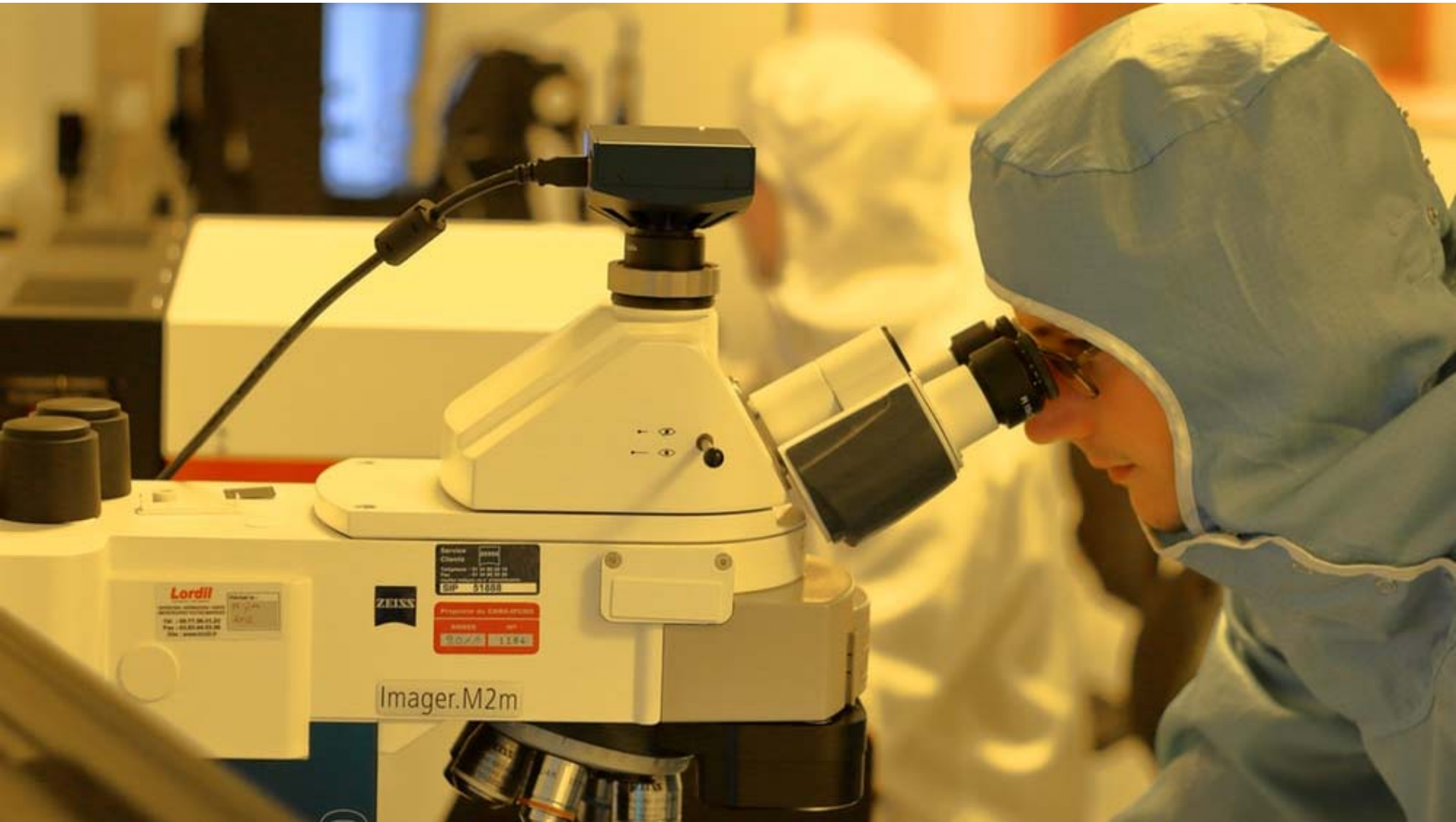


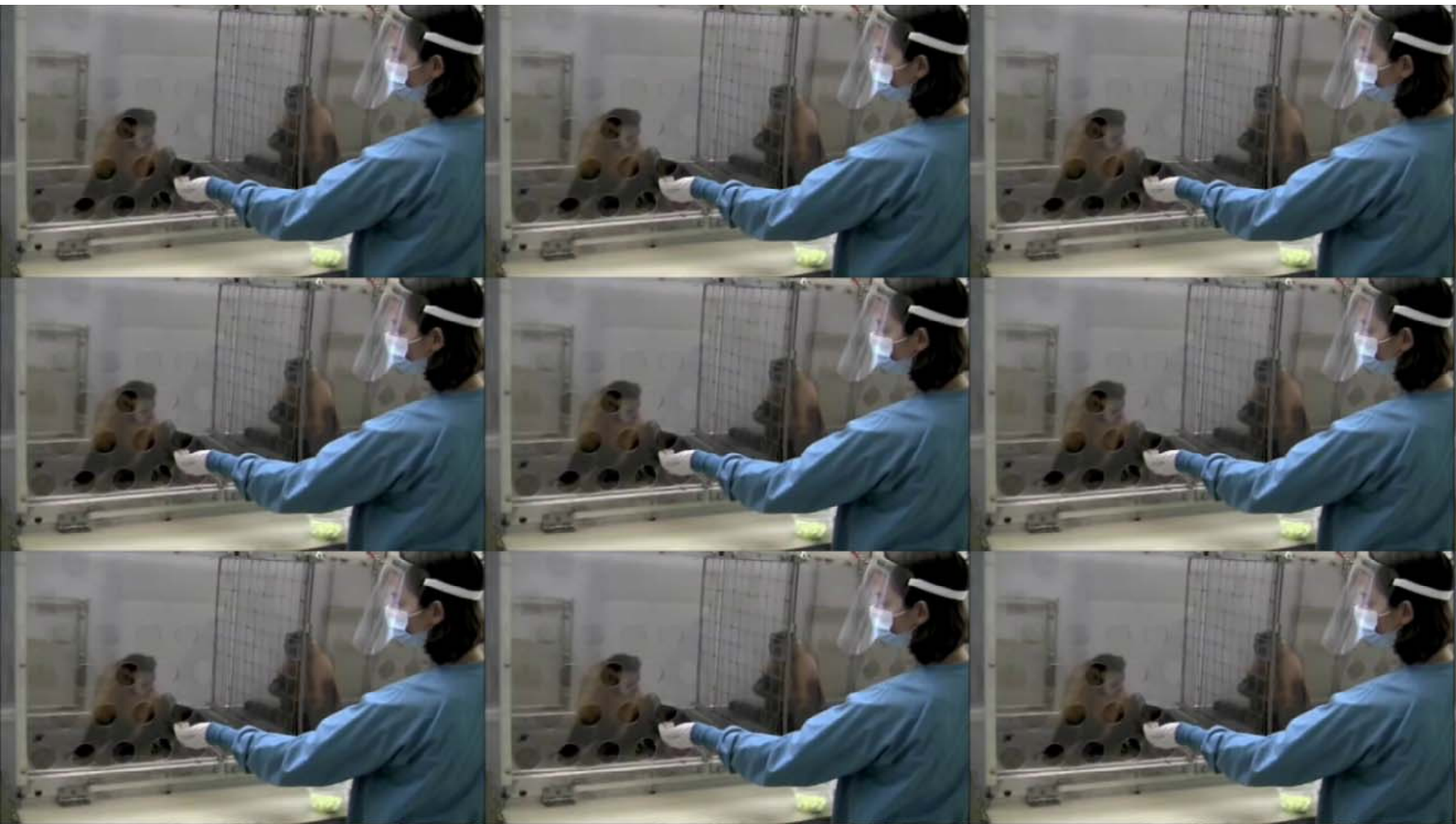


ADAM'S EQUITY THEORY CONSEQUENCES

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







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?

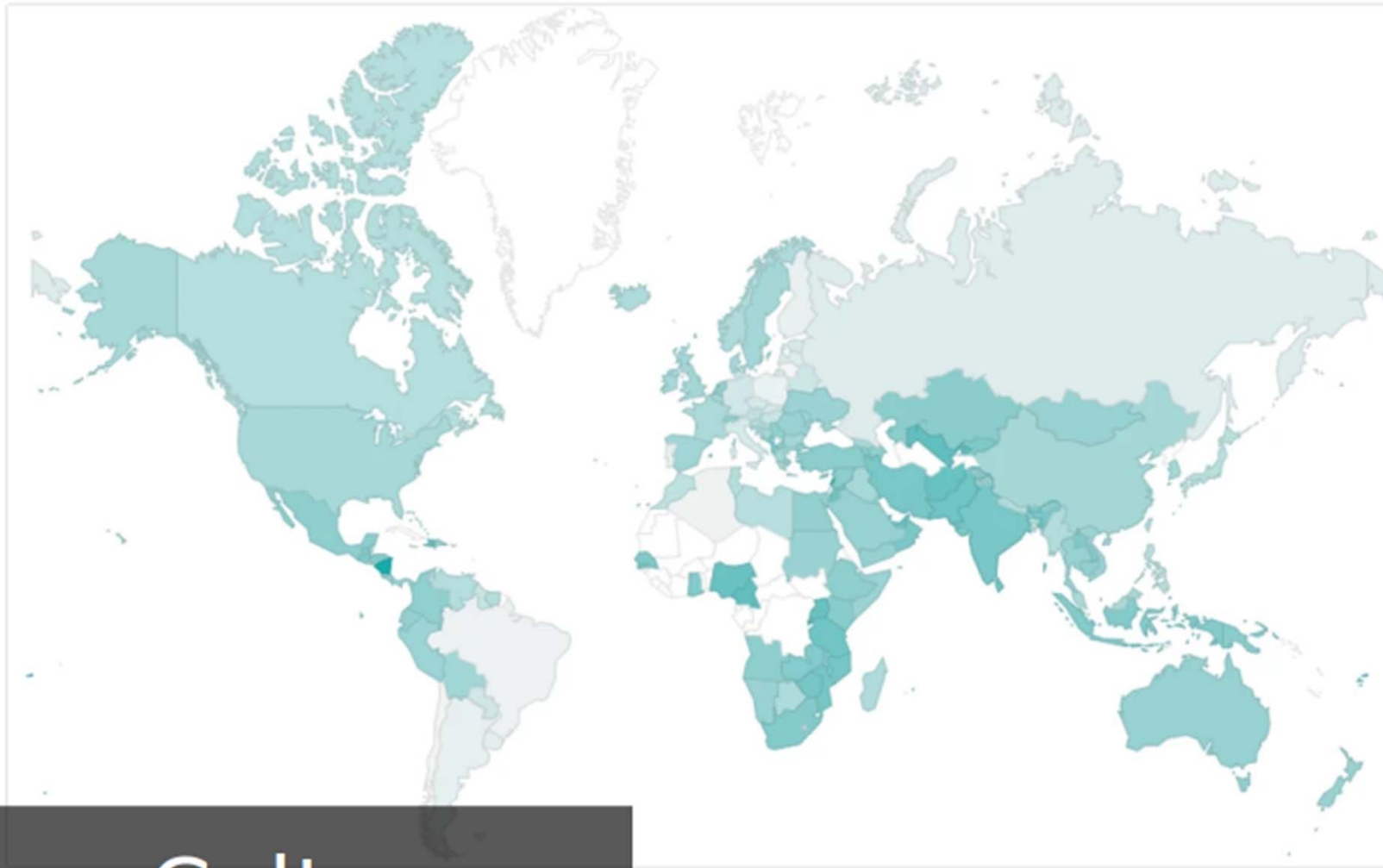
1. Tell me the last time you made a mistake?

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

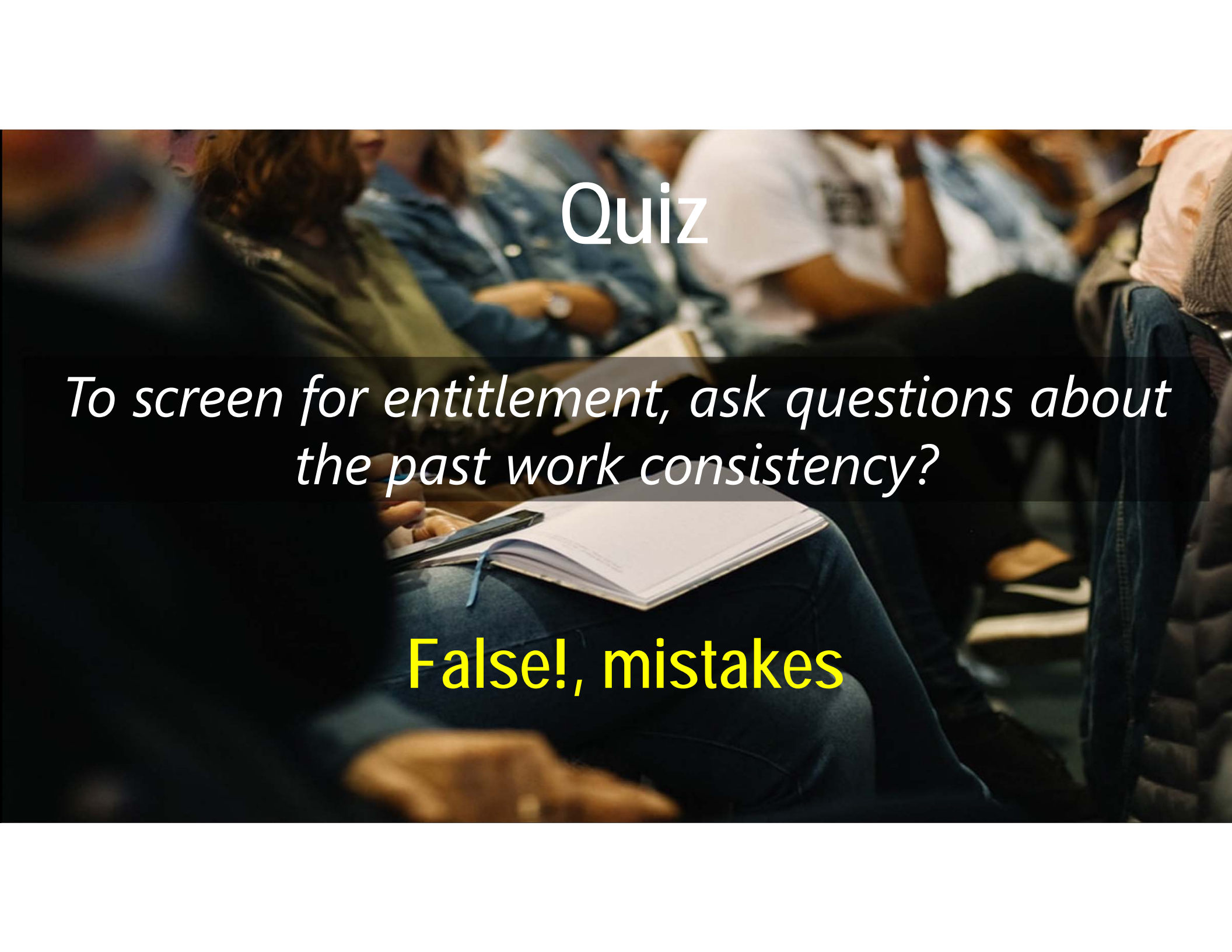




Quiz

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

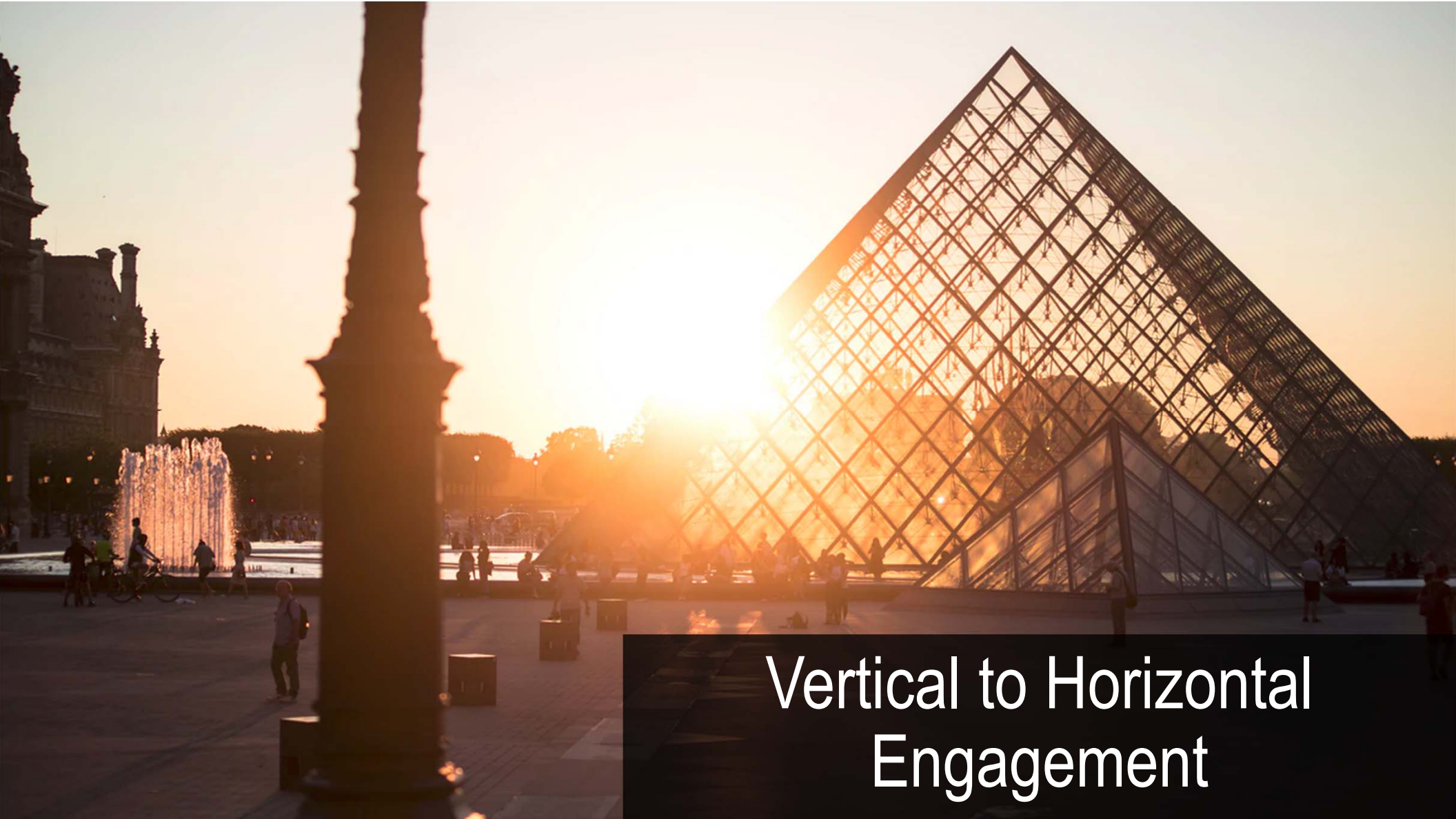
1

Alignment

2

Build





Vertical to Horizontal
Engagement



Values and Beliefs

The image features a close-up portrait of an elderly man with white hair, wearing a blue sweater over a light-colored collared shirt. He is looking slightly to the right with a neutral expression. In the background, a crowd of people is visible, including several riot police officers in high-visibility yellow-green jackets and blue helmets with clear visors. The scene appears to be outdoors, possibly during a protest or public gathering.

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



THE BEST GIFT
IS YOU!



Volunteering

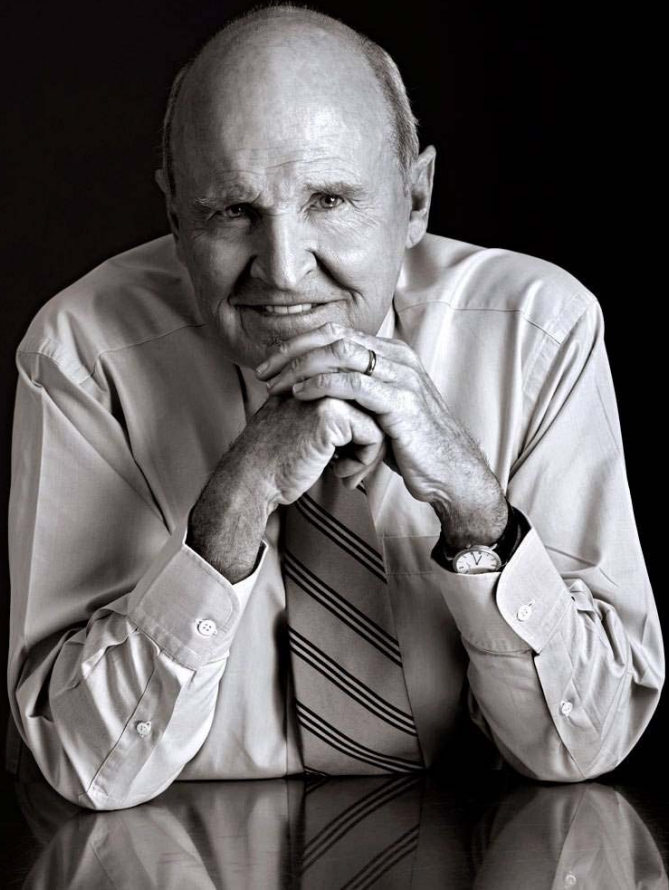
PARKING
2 HOUR
8:00 AM
TO
4:00 PM
NO
PARKING
ANYTIME

A background image showing the silhouettes of a large crowd of people standing on a beach or waterfront at sunset. The sky is a gradient of orange and purple, and the water in the foreground reflects the silhouettes and the sky. The text 'Project ROI' is centered in the upper half of the image.

Project ROI

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

Reverse Mentorship



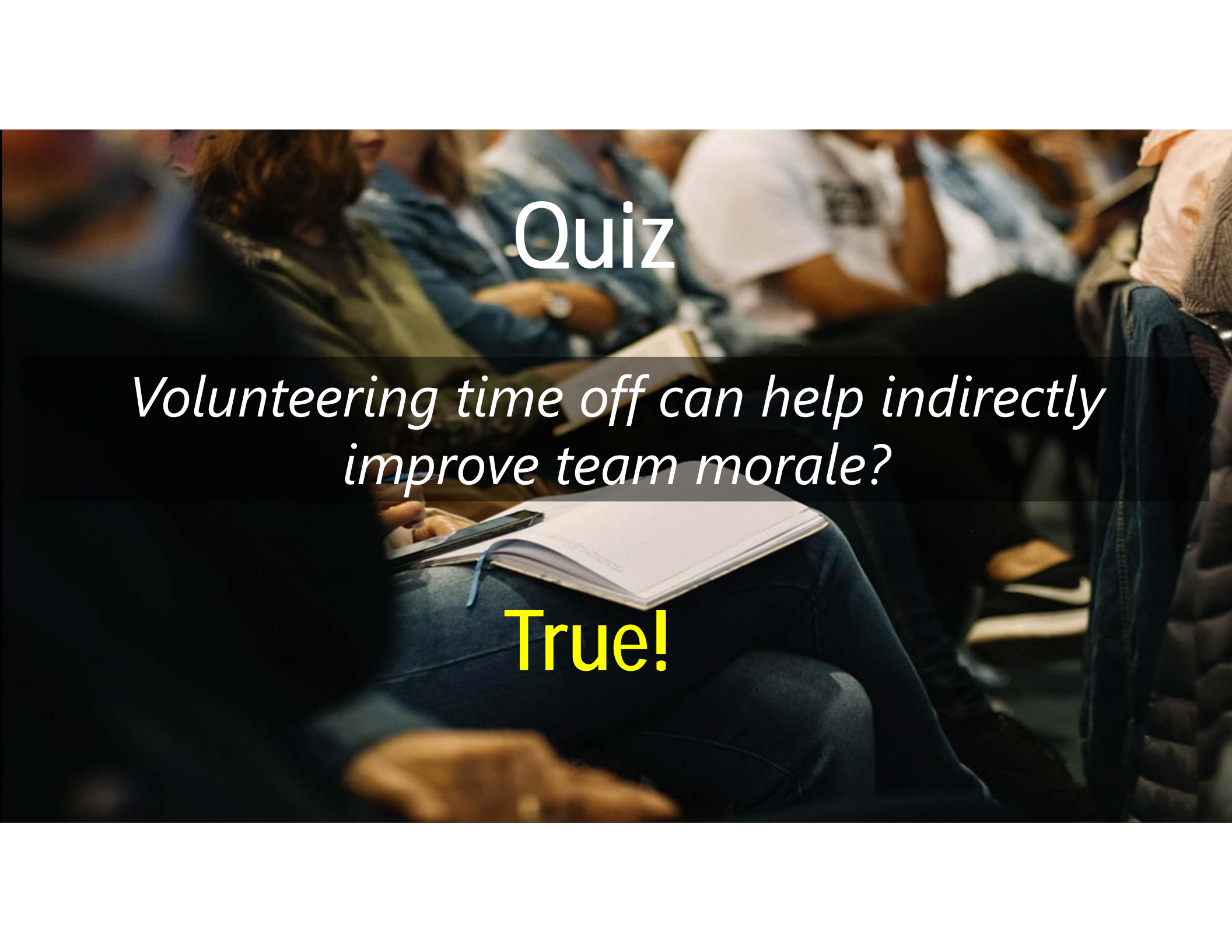
Jack Welch & Andrew Grove
Past CEOs of GE & Intel





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?

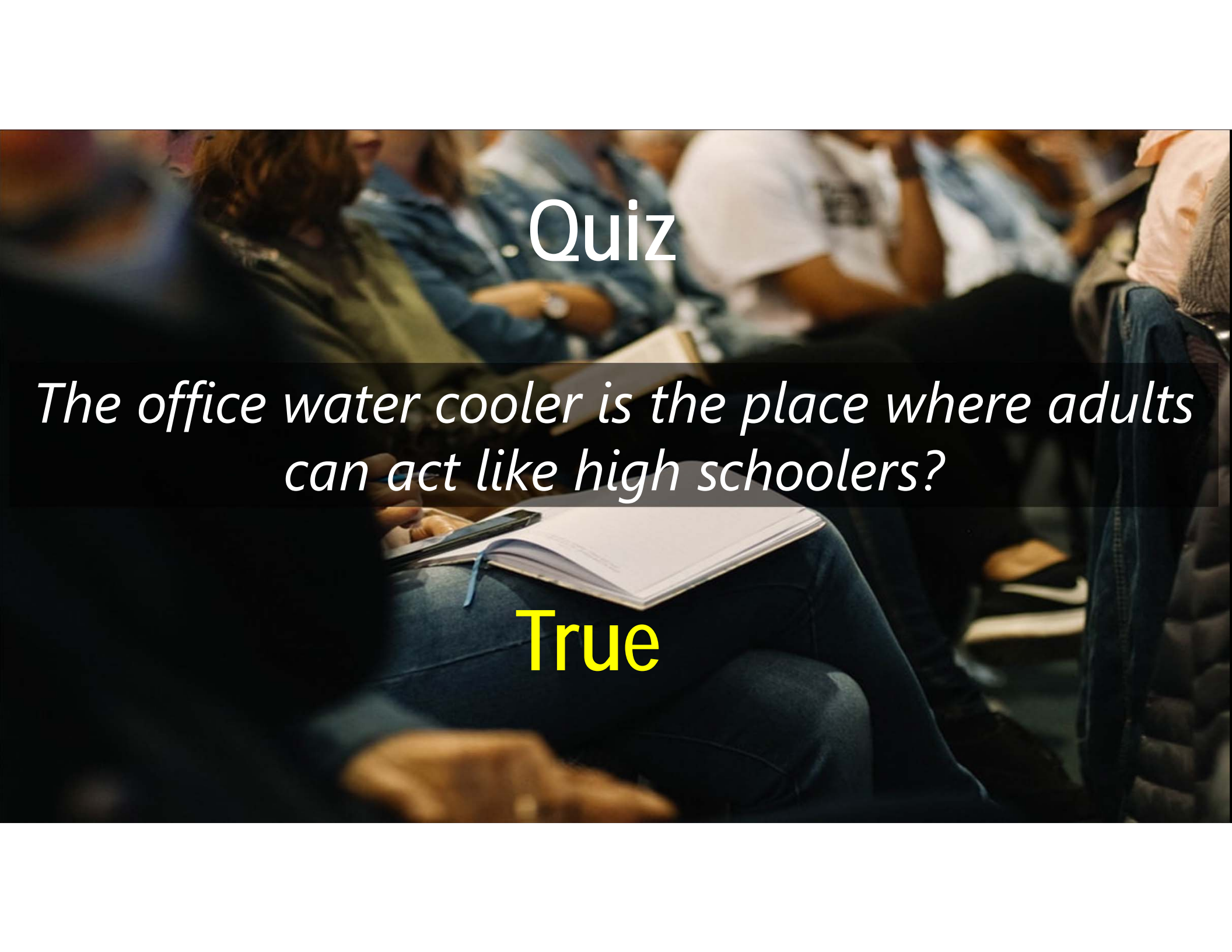
False!



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

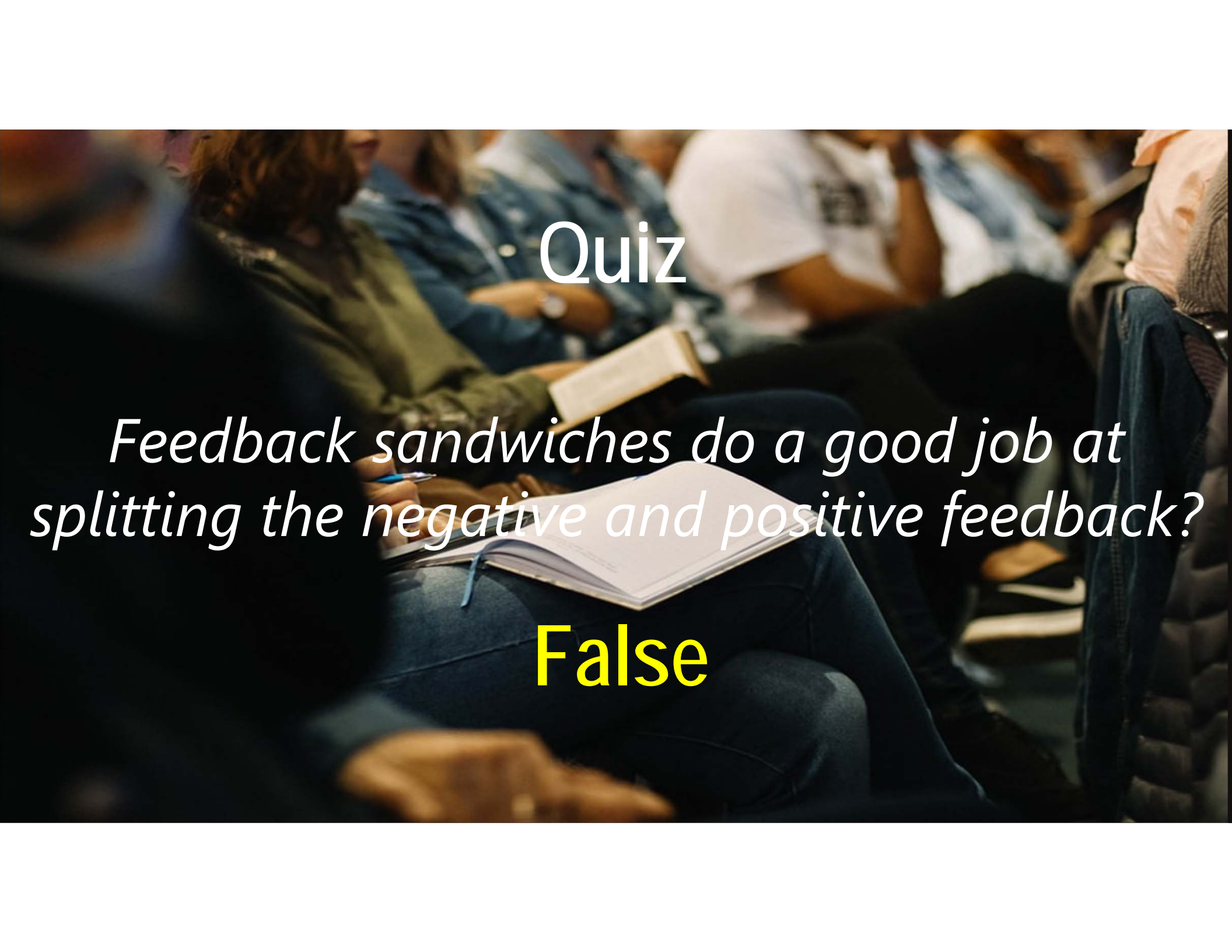
Leaders Set the Communication Tone



A photograph of two men in a workshop or factory setting. The man on the left is wearing a blue short-sleeved button-down shirt and has a pencil in his ear. The man on the right is wearing a white long-sleeved shirt and a dark tie. They are standing and talking, with the man in the white shirt gesturing towards the man in the blue shirt. The background shows industrial equipment, shelves, and overhead lights.

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

1

Alignment

2

Build

3

Communicate



INSPIRING PURPOSE  SE





Christmas Day 1914

A blurred background image of a person sitting in a classroom or lecture hall, writing in a notebook. The person is wearing a dark jacket and has a blue pen in their hand. The notebook is open on their lap. The background shows other people in the audience, some wearing blue shirts, and the overall scene is dimly lit, suggesting an indoor setting.

"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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