Building an Effective Multigenerational Court System
Skeptical about authority?
Tend to see the glass half empty?
Go at it alone?
Gen Xers 1961-1981
Are you a rule follower?
Out of touch?
Are you loyal and self-sacrificing?
Entitled?
Lazy?
Love technology?

Millennials 1980-2001
Unexpected Technology Impacts

Image Curation  Filtered Content

Ease of Use
$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

Alignment
Generation Y and Millennial are interchangeable? False!
Technology only impacts us on a sociological level?

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

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

Checklist protocols are used to improve company morale?

False!, Work Quality
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

Intergroup Cooperation

Common Goals

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
Volunteering time off can help indirectly improve team morale?

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

True
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Alignment

Build

Communicate
Communication is the Pipeline for Innovation
The Generational Responses

Baby Boomer
- Little Feedback
- Annual Review

Generation X
- Monthly Feedback
- Tell them during next 1v1

Millennial
- Immediate Feedback
- Now
Feedback Consistency
I like your hat. Your face is ugly. But your top is nice.
Leaders Set the Communication Tone
Pipeline for Communication

- Backfill anticipation
- Process improvement
- Employees feel heard
- Increase in engagement
Feedback sandwiches do a good job at splitting the negative and positive feedback? 

False
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1. Alignment
2. Build
3. Communicate
“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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