

When Generations Collide

For the first time in U.S. history, four generations are in the work place and each generation is distinctively different. The following matrix briefly describes examples of the differences.

When Generations Collide:

Who They Are. Why They Clash. How to Solve the Generational Puzzle at Work.

	Traditionalist	Boomer	Generation X	Generation Y
Training	The hard way	Too much and I'll leave	Required to keep me	Continuous and expected
Learning Style	Classroom	Facilitated	Independent	Collaborative and networked
Communication Style	Top down	Guarded	Hub and spoke	Collaborative
Problem Solving	Hierarchical	Horizontal	Independent	Collaborative
Decision Making	Seeks approval	Team informed	Team included	Team decided
Leadership Style	Command and control	Get out of the way	Coach	Partner
Feedback	No news is good news	Once per year	Weekly/daily	On demand
Technology Use	Uncomfortable	Unsure	Unable to work without it	Unfathomable if not provided
Job Changing	Unwise	Sets me back	Necessary	Part of my daily routine

Lancaster, Lynne C., Stillman, David, 2008

ph 541.647.2216
f 541.306.3703
contact@cascadeccg.com
www.cascadeccg.com