

GEN WTF

**4 GENERATIONS + 1 WORKFORCE
= 0 HAPPY EMPLOYEES**

Generational Differences in the Workplace

Adam San Juan

WHAT DOES A GOOD EMPLOYEE LOOK LIKE?

Reliable
Hardworking
Honest
Smart
Cares about the client

SAME WORKPLACE. DIFFERENT EXPECTATIONS.

“Stay until the job is done.”

“Judge me by the work I produce.”

“Pick up the phone.”

“Why didn’t you just text me?”

MAYBE NOBODY'S CRAZY.

Maybe their behavior makes perfect sense to them.

**WHAT IF EVERY GENERATION
IS JUST RESPONDING TO
THE WORLD THEY INHERITED?**

FOUR GENERATIONS. FOUR DIFFERENT STARTING POINTS.

BABY BOOMERS

1946–1964

GEN X

1965–1980

MILLENNIALS

1981–1996

GEN Z

1997–2012

Generational boundaries are approximate.

BABY BOOMERS

THE WORLD TAUGHT US:

Stability matters.

Loyalty matters.

Earn your place.

Work hard → move up → build security

GENERATION X

THE WORLD TAUGHT US:

Be independent.

Figure it out.

Don't waste my time.

Give me the job. I'll handle it.

MILLENNIALS

THE WORLD TAUGHT US:

Ask why.

Work should have meaning.

Loyalty has to go both ways.

Success isn't only a job title.

GEN Z

THE WORLD TAUGHT US:

**Change is normal.
Information should be immediate.
There may be a better way.**

Why are we still doing it like this?

THESE ARE PATTERNS. NOT PERSONALITY TESTS.

Generation provides context.
It doesn't define the person.

WHERE GENERATIONS COLLIDE

COMMUNICATION

WORK

HIERARCHY

TECHNOLOGY

SAME BEHAVIOR. DIFFERENT INTERPRETATION.

Leaves at 5:00

Healthy boundaries / Not
committed

Questions the process

Curious / Disrespectful

Wants feedback

Engaged / Needy

Prefers email/text

Efficient / Impersonal

Stays late

Dedicated / Inefficient

1

UNDERSTAND BEFORE YOU JUDGE.

Ask before you assume.

2

ADAPT WITHOUT ABDICATING.

Change the method when appropriate.
Keep the standard when necessary.

3

USE THE DIFFERENCE.

EXPERIENCE • INDEPENDENCE
PERSPECTIVE • TECHNOLOGY

Different isn't automatically worse.

MONDAY MORNING

**WHAT AM I
ASSUMING?**

**WHAT CAN I
ADAPT?**

**WHAT CAN I
LEARN?**

UNDERSTANDING

≠

AGREEMENT

Understanding gives you information.
Leadership decides what to do with it.

**THE WORKPLACE
ISN'T BROKEN.**

**IT'S
EVOLVING.**

And it always has been.

QUESTIONS?

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Copies available today

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