



2017 PHCA
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**WORKFORCE COMPETENCE ACROSS
THE GENERATIONS:
CAN WE WORK TOGETHER?**



CORPORATE CULTURE

ONE OF MANAGEMENT'S
ESSENTIAL FUNCTIONS IS TO
HELP INDIVIDUALS AND TEAMS
OF INDIVIDUALS REACH THEIR
FULL POTENTIAL

.....Peter Drucker

What Other Generations Say About “Them”
BABY BOOMERS

TRADITIONALISTS	GENERATION X	MILLENNIALS
They are self-absorbed	They are self-righteous	They're cool. They are up to date on the music we like
They talk about things they ought to keep private-like intimate details of their personal lives	They do a great job of talking the talk, but they don't walk the walk	They work too much
	They are workaholics	

What Other Generations Say About “Them”
GENERATION X

TRADITIONALISTS	BABY BOOMERS	MILLENNIALS
They don't respect experience	They are slackers	Cheer up already
They don't follow procedure	They are rude and lack social skills	
They don't know what hard work is	They are always doing things their own way	
	They spend too much time on the internet and e-mail	
	They won't wait their turn	

What Other Generations Say About “Them”
MILLENNIALS

TRADITIONALISTS	BABY BOOMERS	GENERATION X
They have good manners	They're cute	Here we go again...another self-absorbed generation of spoiled brats
They're smart	They can set the time on the dvd	What do you mean, "what's an album?"
They watch too much tv...with crude language and violence	They need to learn to entertain themselves; they need too much attention	

GEN Z

- Many will by-pass HS graduation or higher education and jump directly into the workforce finishing their diploma on-line
- Independence matters...”I’ll learn it myself”
- Entrepreneurial by nature
- The first true global generation-have more in common with their global peers than any generation previously
- Connecting jobs to social impact is a priority

The Challenge

MANAGING MULTIGENERATIONAL WORKFORCES IS AN ART IN ITSELF. YOUNG WORKERS WANT TO MAKE A QUICK IMPACT, THE MIDDLE GENERATION NEEDS TO BELIEVE IN THE MISSION, AND OLDER EMPLOYEES DON'T LIKE AMBIVALENCE. YOUR MOVE.

...Harvard Business School

CHALLENGE ACCEPTED
4 STRATEGIES TO MANAGE BY

- 1) Understand Your Workforce
- 2) Communication
- 3) Delegation
- 4) The Gift of Feedback

CHALLENGE ACCEPTED
COMMUNICATION

- What do your employees want from a work environment?
 - Forget exit surveys; why do people stay?
 - What do you want from your work environment?
- Talk about people’s differences amongst your team
- Develop an action plan specific to your team and team members
- Talk about conflict – do not let it fester

CHALLENGE ACCEPTED
DELEGATION

- Boomers want teamwork, Xer’s want independence, Millennial’s want more responsibility, Gen Z want to give back
- Can delegation be the answer to everyone’s needs?
- Prepare Xer’s for the next role, challenge Millennial’s, give Boomers some much needed balance, and consider how to integrate Gen Z into your workforce
- Requires accountability and feedback
- P.S. Forget how long it took you to reach the point where things were delegated to you...those days are gone!!

CHALLENGE ACCEPTED
KEYS TO EFFECTIVE FEEDBACK

- **Immediacy** – to recognize good performance, and address performance issues as they arise
- **Be positive and constructive** – direct, non-judgmental, ethical and based on values governing the policy
- **Be specific** - pinpoint targeted strengths and areas for improvement
- **Give feedback often** – keeps employee on course, prevents work from going “off the rails” for long periods of time, and reduces the stigma of giving feedback.

CHALLENGE ACCEPTED
KEYS TO EFFECTIVE FEEDBACK

- **Spend time** with your employees to discuss the work and see how they are doing
- **Explain** how the employee’s work contributes to the big picture
- Delegate based on employee **workload** and **capabilities**
- Show your **commitment** to their objectives by providing needed support and direction

WE CAN ALL WORK TOGETHER!

- Have, maintain and manage to a standardize code of conduct.
- Be an active involved manager, supervisor and boss.
- Think differently about who is your workforce in order to accommodate differences in perspectives and workplace expectations.
- Be flexible in how you design and implement recognition, feedback, recruitment, orientation, benefits, teams... and on and on.
- “One size fits all” won’t work if we want our companies to remain employers of choice.

THANK YOU

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