MULTI-GENERATIONAL WORKFORCE

SEEKING “HARMONY”, COLLABORATION, AND UNDERSTANDING ACROSS GENERATIONS

Presented by:
Logan Williams, PHR, SHRM-CP
Organizational Development Manager
Allegheny County Airport Authority
Pittsburgh International Airport
SUB–WORKING GROUP FOCUS

• Identify the different generations within a workforce
• Develop awareness around their characteristics
  ➢ How to create harmony among generations
• Pinpoint skills/characteristics the future workforce needs
  ➢ What programs or trainings can help upskill current workforce and attract new talent
MULTI-GENERATIONAL WORKFORCE

- Traditionalists (Pre–1945)
- Baby Boomers (1946–1964)
- Gen “X” (1965–1980)
- Gen “Z” (1997–Forward)
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<td>• “If I work harder, I will get MORE”</td>
<td>• First generation where more went straight to college</td>
<td>• Children of Baby Boomers and/or Gen “X”</td>
<td>• Digital natives</td>
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<td>• Not motivated by personal greed; focus on family and getting MORE for family</td>
<td>• Considered the most educated generation</td>
<td>• Combined impact of two generations</td>
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<td>• Usually from large families where they had to share; their kids would not have to do that</td>
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<td>• Very competitive; recognition for 1st, 2nd and 3rd place only</td>
<td>• Influenced by MTV; Brand Name recognition and value very important (ie. Nike, Calvin Klein)</td>
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<td>• Appreciate job training</td>
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MILLENNIAL VS BABY BOOMER VIDEO
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CREATING HARMONY ACROSS GENERATIONS
CREATING HARMONY

1. Work Styles
2. Generational Values
3. Perceptions
4. Generationally Appropriate Fix
5. Commonalities
6. Learn
1. Understand Work Styles

Baby Boomers vs Other Generations
2. Consider Generational Values

Each generation is protecting a distinct set of values
Workplace conflict can lead to learning

3. Share Perceptions
4. Find a Generationally Appropriate Fix

You cannot change people’s life experiences
5. Find Commonalities

Differences make us unique; Unities make us stronger
6. Learn From Each Other

Each generation has values lessons to teach each other
CREATING HARMONY

1. Understand Work Styles
2. Consider Generational Values
3. Share Perceptions
4. Find a Generationally Appropriate Fix
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FUTURE WORKFORCE SKILLS
THE 3 ESSENTIAL FUTURE WORKFORCE SKILLS

• Critical Thinking
• Flexibility
• People Awareness
THE 3 ESSENTIAL FUTURE WORKFORCE SKILLS

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THE 3 ESSENTIAL FUTURE WORKFORCE SKILLS

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THE 3 ESSENTIAL FUTURE WORKFORCE SKILLS

• Critical Thinking
• Flexibility
• People Awareness
IDEATION

• Focus on strengths
• Social media training
• Networking → Specialization → Leading
• Provide platform for each person’s voice
• Listen first, then talk
TEAM ENGAGEMENT

ALLEGHENY COUNTY AIRPORT AUTHORITY
PITTSBURGH INTERNATIONAL AIRPORT
ALLEGHENY COUNTY AIRPORT

MULTI-GENERATIONAL WORKFORCE
## ACAA – ENGAGED. ENERGETIC. EXCITED.

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<th>Generation</th>
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<td>34.99%</td>
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ACAA – ENGAGED. ENERGETIC. EXCITED.

Objectives:

• Understanding Human Behavior
• Support building leaders who have knowledge, skills and abilities.
• Foster higher levels of engagement and career vision.
• Create opportunities to meet and partner with others of different job titles, descriptions or cultural boundaries.
• Create a culture that sees team collaboration as an effective way of developing, implementing, and accomplishing goals.
SUMMARY OF IMPORTANT DETAILS

• Near Future Workforce – 4 to 5 generations all together
• Understand your peers
• Digital Transformation
THANK YOU

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QUESTIONS?

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