



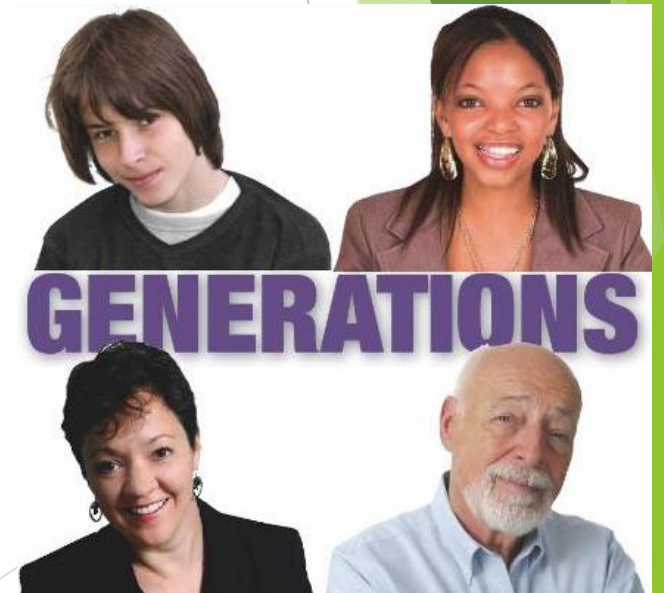
# GENERATIONS IN THE VIRTUAL CLASSROOM

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FEBRUARY 19, 2018

# GOALS

- ▶ Gain a better understanding of the four generations in the classroom/workplace today
- ▶ Improve communications and team work among generations
- ▶ Accept personal responsibility in working together
- ▶ Provide tips and suggestions for overcoming generational differences



# HOW WOULD YOU ANSWER THESE QUESTIONS?

WHAT FORMS OF COMMUNICATION DO YOU PREFER TO USE IN THE CLASSROOM/WORKPLACE: PHONE, EMAIL, TEXTING, IN PERSON?

HOW OFTEN DO YOU LIKE TO BE TOLD HOW YOU ARE DOING AT YOUR JOB OR CLASSWORK: ANNUALLY, QUARTERLY, DAILY?

WHAT DO YOU WANT MOST FROM WORK/EDUCATION: RECOGNITION, HIGH SALARY, TITLE?

# GENERATION TO GENERATION

YOUR ANSWERS TO THESE QUESTIONS MAY BE RELATED TO THE GENERATION IN WHICH YOU WERE BORN:

Veterans /Traditionalists (Born 1925-1945)

Baby Boomers (Born 1946-1964)

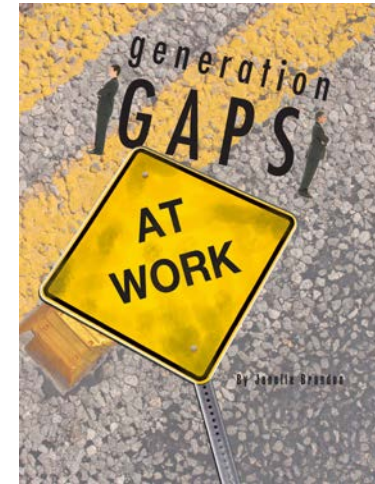
Generation Xers (Born 1965-1980)

Millennials/Gen Y (Born 1980-2002)

Nexters (Born after 2002)



# WHAT MAKES ONE GENERATION DIFFERENT FROM ANOTHER?



Shared life experiences

# EVENTS THAT SHAPED VETERANS

- ▶ Great Depression
- ▶ New Deal
- ▶ Attack on Pearl Harbor
- ▶ World War II
- ▶ Korean War
- ▶ Radio
- ▶ Telephone



# EVENTS THAT SHAPED BABY BOOMERS

- ▶ Civil rights
- ▶ Feminism
- ▶ Vietnam
- ▶ Cold war
- ▶ Space travel
- ▶ Assassinations
- ▶ Scientific advances
- ▶ Credit cards
- ▶ Television



# EVENTS THAT SHAPED GEN XERS

- ▶ Fall of the Berlin Wall
- ▶ Challenger disaster
- ▶ Desert Storm
- ▶ Personal computers
- ▶ Working mothers
- ▶ MTV
- ▶ Divorce
- ▶ Energy crisis





# EVENTS THAT SHAPED MILLENNIALS

- ▶ Child-focused world
- ▶ School shootings
- ▶ 9/11
- ▶ Boston Marathon
- ▶ Internet
- ▶ Social networking
- ▶ Continual feedback
- ▶ Enron/WorldCom
- ▶ Iraq/Afghanistan



# WHAT SHAPES US AS STUDENTS AND EMPLOYEES?

For example: Baby Boomers

Background: Civil Rights, Re-Emergent Feminist Movement, Viet Nam War

Heroes/Heroines: John Kennedy, Bella Abzug, Gloria Steinem, Robert Kennedy, Martin Luther King, John Glenn

Described by Others: Workaholic, Competitive, Career Climbers

Sense of Self: Success Obtained by Personal Development and Teamwork



# VALUES OF BABY BOOMERS

QUESTIONING AUTHORITY

COMPETITION

RECOGNITION

IMPORTANCE PLACE ON TITLE AND MONEY

# VALUES OF MILLENNIALS

DIVERSITY

POSITIVE ATTITUDE TOWARD CHANGE

MEANINGFUL WORK

CHILDREN AND FAMILY

MULTICULTURALISM

IMPACT OF TERRORISM

IMPACT OF VIEWING HEROISM

PATRIOTISM

PARENT ADVOCACY

GLOBALISM

# VIEW OF EDUCATION/WORK....

VETERANS: LOYALTY

BABY BOOMERS: DESERVE TO CHANGE

GEN XERS: SUSPECT OF EDUCATION/WORKPLACES

MILLENNIALS: JUDGE EACH CLASS/WORKPLACE ON ITS OWN MERITS

# REWARDS AND COMPENSATION

**VETERANS: SATISFACTION OF WORK  
WELL DONE**

**BABY BOOMERS: MONEY, RECOGNITION  
AND JOB TITLE**

**GEN XERS: FREEDOM**

**MILLENNIALS: MEANINGFUL WORK**

# PERFORMANCE APPRAISALS

**VETERANS: ONLY HEAR FROM SUPERVISORS  
WHEN THERE IS A PROBLEM**

**BABY BOOMERS: PERFORMANCE  
APPRAISALS ONLY ONCE A YEAR**

**GEN XERS: FREQUENT REQUESTS, "HOW AM  
I DOING?"**

**MILLENNIALS: VIRTUAL COACH DAILY**

# PERSONALITY IN THE CLASSROOM/WORKPLACE

## VETERANS

- ▶ Polite
- ▶ Respectful
- ▶ Reserved
- ▶ Obedient
- ▶ Conformers



# PERSONALITY IN THE CLASSROOM/WORKPLACE

## BABY BOOMERS

- ▶ Uncomfortable with conflict
- ▶ Consensus building leadership style
- ▶ Formal
- ▶ Follow protocol
- ▶ Social
- ▶ Politically sensitive
- ▶ Idealistic

# PERSONALITY IN THE CLASSROOM/WORKPLACE

## GEN XERS

- ▶ Fast-paced
- ▶ Independent
- ▶ Confident
- ▶ Value personal time
- ▶ Challenge the status quo
- ▶ Loyal to staff leader

# PERSONALITY IN THE CLASSROOM/WORKPLACE

## MILLENNIALS

- ▶ Task oriented
- ▶ Want options & choices
- ▶ Expect attention
- ▶ Expect feedback
- ▶ Multitask through multimedia
- ▶ Think “digital”
- ▶ Work toward weekend or closing time
- ▶ They are impatient
- ▶ Want to be led

# GENERATION CHALLENGES WE FACE IN THE VIRTUAL CLASSROOM AND AT WORK

- ▶ Poor communication
- ▶ Decreased productivity, quality, & innovation
- ▶ Misunderstood attitudes, relationships & working environments
- ▶ Less engaged
- ▶ Lack of motivation, initiative, and team work

# CHALLENGES...

*Traditionalists and Boomers* generally do not question or challenge authority.

***Xers and Millennials*** have been taught to speak up.



# CHALLENGES...

## ▶ *Xers and Millennials*

- ▶ Prefer electronic communication.
- ▶ Do not like meetings.
- ▶ Many have not developed listening skills.

## ▶ *Traditionalists and Boomers*

- ▶ Prefer face-to-face communication.
- ▶ Boomer bosses like to have at least one meeting each week with employees.

# BRIDGING GENERATION GAPS....

**We have absolutely nothing  
in common!"**



# BRIDGING GAPS....

- ▶ For all students (and employees)
  - ▶ Appreciate differences
  - ▶ Acknowledge your interdependency
  - ▶ Appreciate what you have in common



# BRIDGING GAPS...



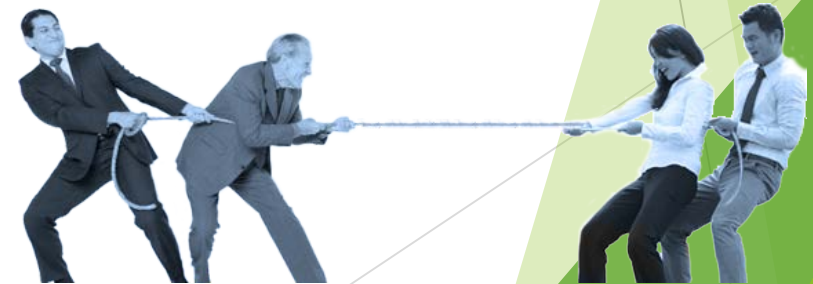
- ▶ **For all students and employees**
  - ▶ Accept and appreciate another's perspective
  - ▶ Take responsibility for making your relationships better

# BRIDGING GAPS

- ▶ **For all students/employees**
  - ▶ Discuss expectations
  - ▶ Inquire about immediate tasks
  - ▶ Look for ways to cut bureaucracy and red tape
  - ▶ Keep up with technology

# BRIDGING GAPS...

- ▶ **For ADVISORS**
  - ▶ Focus on goals
  - ▶ Make everyone feel included
  - ▶ Break the bonds of tradition
  - ▶ Show students the future
  - ▶ Encourage balance



# FOR VETERANS...

- ▶ Honor the chain of command
- ▶ Value the legacy they have built
- ▶ Value their experience
- ▶ Appreciate their dedication
- ▶ Communicate one-on-one
- ▶ Learn the corporate history

# FOR BABY BOOMERS

- ▶ Show respect
- ▶ Give people your full attention
- ▶ Learn their history

# FOR GEN XERS

- ▶ Get to the point
- ▶ Use email
- ▶ Give them space
- ▶ Get over the notion of dues paying
- ▶ Lighten up

# FOR MILLENNIALS

- ▶ Challenge them
- ▶ Ask them their opinion/collaborate
- ▶ Encourage finding a mentor
- ▶ Provide timely feedback
- ▶ Lighten up

# BRIDGING GAPS....

- ▶ Remember that all generations want:
  - ▶ To be treated fairly
  - ▶ Courses/Work that provides personal satisfaction
  - ▶ Faculty who understand personal lives are important
  - ▶ Work that is valued by faculty
  - ▶ A clear sense of purpose from faculty



ADD TO THE GOLDEN RULE...  
THE PLATINUM RULE

Treat others as they  
would like to be  
treated.

WHERE DO WE GO FROM HERE?

**BRIDGE DIFFERENCES;  
BUILD ON COMMONALITIES**



# BRINGING IT BACK TO THE CLASSROOM

- ▶ What changes will you make based upon what you have learned today?
  - ▶ Relationships
  - ▶ Work environment
  - ▶ Rules

THANK YOU!

**generations  
united**<sup>®</sup>

Because we're stronger together<sup>®</sup>