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!