

MATT!HAVENS

“US vs. THEM”

keynote follow-up

Major Takeaways

- 1. There are only two generations in the workplace: people younger (or less-experienced) than you are; and people older (or more-experienced) than you are.** That's the way it's been for the entirety of human history. Our current four-generational model has made things seem more complicated than they really are.
- 2. Advancement is a process.** Technology has accelerated the rate at which we do everything except for the rate at which we develop proficiency at things – instruments, sports, relationships, careers, etc. There is no technological substitute for practice. You will get better at your career slowly and over time, because that is the only way it happens.
- 3. Advancement is a process that never stops.** As a parent, you will continue to learn new things 20 and 30 and 40 years after the birth of your children. And as a professional, you should expect to keep learning new skills, new technologies, and new approaches in the last five years of your career just like you did in the first five years of your career.
- 4. Your company's current practices and processes exist for extremely good reasons.** To date, those practices and processes are the best that anyone who has ever worked at your company has ever come up with. That doesn't mean they can't be improved, but it definitely means that they shouldn't be completely discounted either.
- 5. Don't interpret the ideas of others as an implicit attack on your own ideas or authority.** Some of your current practices and processes are outdated or could be improved. That fact should not be viewed as a weakness; it is simply a function of the fact that things change.



6. **The world is changing at different rates for different people.** If you grew up before the Internet really took off, then for you the world is changing faster now than it used to. If you grew up after the Internet had established itself, then the world is changing at exactly the same speed it always has. That difference should help you understand why different people approach change in different ways.
7. **Some new ideas are bad ideas.** Just ask all those people who invested in Beanie Babies in the mid-90s. Some ideas are wildly popular for a minute and then disappear, and others are truly good but don't manage to capture the market's attention. The reason many of your older colleagues aren't immediately excited about every new idea is because they don't want to repeat the mistakes of the past.
8. **Some new ideas are good ideas.** Cars, electricity, the Internet – I could go on. Every business is constantly trying to decide which existing practices to keep, and which ones to exchange for a new and better way. But without a doubt, some new ideas are going to become industry standard. That's been happening your entire career, and it will continue to happen for the next million years or so.
9. **Some things move slower than you wish they would.** Namely, career advancement.
10. **Some things move faster than you wish they would.** Technology, anyone?
11. **No matter what generation you consider yourself to be a part of, you do not know everything there is to know.** Every generation needs the other, because no one group of people has a monopoly on knowledge. You need your older colleagues to learn how they've done what they've done and to help guide you so that you don't have to constantly reinvent the wheel; and you need your younger colleagues to help you continuously look at your business from a new perspective.



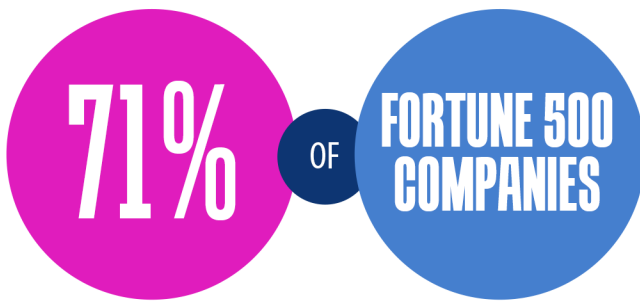
Generational Statistics

Today's
young
workers



are actually staying in their jobs longer than at any time since 1963. That means today's Millennials are actually more loyal to their employers than Baby Boomers were at their age.

(Source: Bureau of Labor Statistics)



have mentoring programs, and various studies have shown that employees who receive formal mentorship move forward in their careers faster than those who don't

(Source: Wharton – University of Pennsylvania)



supporting every Social Security recipient.

(Source: Social Security Administration)

Generational Strategies

Interested in working more effectively with your younger or older colleagues? Here are some things you can do right now:

- 1. Invite your newest employees to deliver a presentation to the rest of your team on a topic they already know something about.** It will convince your newest team members that you value their knowledge, and it should also convince your older team members that your new hires have something valuable to offer.
- 2. When discussing a potential change, invite everyone to debate the pros and cons of adoption.** You probably won't get 100% buy-in once the final decision is made, any more than you'll get 100% buy-in from anything. But you will be certain that you're making your decision with all the available information, and everyone will know the potential risks to watch out for as well as the potential rewards for moving forward.
- 3. Create teams of varying age ranges.** Studies have shown that diverse groups that communicate well with each other are consistently more productive than homogenous teams.
- 4. Invite your older employees to share some of the failures they've experienced in their career.** This will temper the enthusiasm of your youngest workers to rush forward on a new idea without having thought everything through, and it will also remind your older workers that some of those failures were ultimately very valuable learning experiences.
- 5. Use analogies to instruments, sports, and relationships as often as possible.** Every one of your employees will have experience in one or more of those three fields, and they can be very useful analogies when it comes time to discuss the pace of advancement, the need to continually work toward improvement, and other issues of motivation and proficiency.



**Want to build stronger teams? Want to enjoy the process?
Connect with Matt to get more information about all kinds of
professional development issues.**

Because improving your business doesn't have to be boring!

