SKYPEOPLE
TRAINING LTD

GENERATIONS IN THE WORKPLACE

GEN Z

1997 – 2012

(11 – 26 YEARS OLD)

MILLENNIALS

1981-1996

(27-42 YEARS OLD)

GEN X

1965 – 1980

(43 – 58 YEARS OLD)

BABY BOOMERS

1946 – 1964

(59 – 77 YEARS OLD)

EDM
World class solutions

"The children now love luxury; they have bad manners, contempt for authority; they show disrespect for elders and love chatter in place of exercise"
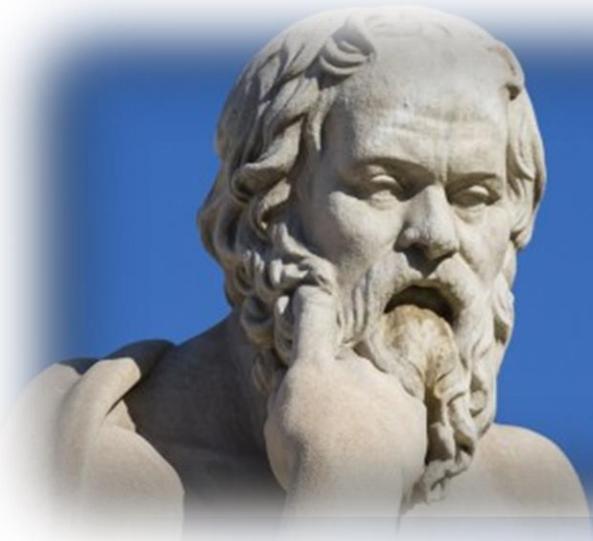
Socrates in the 4th Century BC

Why is generation Z taking the world by storm?

- Eager to **learn**, more creative and highly independent.

- More **innovative and entrepreneurial than previous generations**

- Freely **expressing their feelings**

- Sign of **Weakness** and **Vulnerability** from other generations

- Created a **change in perception**

- More socially conscious

What is unique about GenZ Learning Style?

- **Neurodiversity** and **Individual Learning styles** Awareness

- Neurodiversity is an umbrella term covering a number of neurodevelopmental conditions
    - ADHD
    - Autism
    - Dyslexia
    - Dyspraxia
    - Dyscalculia
    - Dysgraphia

- Holding organisations accountable for **not being inclusive**. If inclusivity is not role modeled in a learning environment, they will **disengage**.

- Our research showed that **89% of GenZers** when asked how they prefer to learn answered **face to face – practical training**. With **one-to-one** training being frequently mentioned.

What barriers are you up against when training CC?

No resilience by delegates. No risk perception and inability to follow procedures - or leave their mobile device alone for five minutes. Vacuous (Boomer)

"I shouldn't stereotype, but much younger delegates need a lot of enthusiasm in the room to remain involved, committed and interested. Smartphones can be a hurdle too. Clear expectations usually fix the above!" (Generation X)

"Having to simplify things for new cabin crew and really break it down. Removing the fear and concerns they may have. Sometimes training with another trainer who can be militant and exude negativity which can impact learners" (Generation X)

Behaviours in the classroom. For e.g. we now have to tell school learners not to put their feet on the chairs, never had to do this before. Also much more aware of the learners' mental welfare, also aware some individuals use mental welfare as an excuse when they fail tasks. (Millennial)

Where do I start? A lot of Gen Z just want to be on their phones, have no concept of having to work hard for something, don't understand the concept of NO. They are without question the hardest group to teach. Not all. But a good 75%...excuses aplenty for failures. No concept of accountability, nor knowing when to apologise. Draining the life out of me. Rules don't matter & social media is King. The art of conversation is a rare skill & is a joy when a learner has it. I think the way these Z's have been educated & the lack of discipline is very apparent. (Millennial)

"CC learners have a short attention span. They are not used to having to concentrate for long periods. They are addicted to phones, great if it is looking at manuals or researching the subject but usually it is scrolling through social media. Some learners don't come to their recurrent being fully prepared." (Generation X)

"In a multi – generational workforce, there is potential for negative stereotyping, organisations need to ensure managers overcome their unconscious bias."
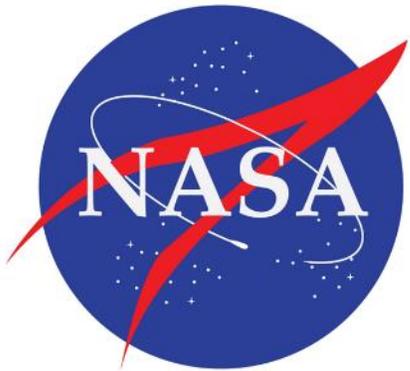
(NASA)

What are other industries doing?
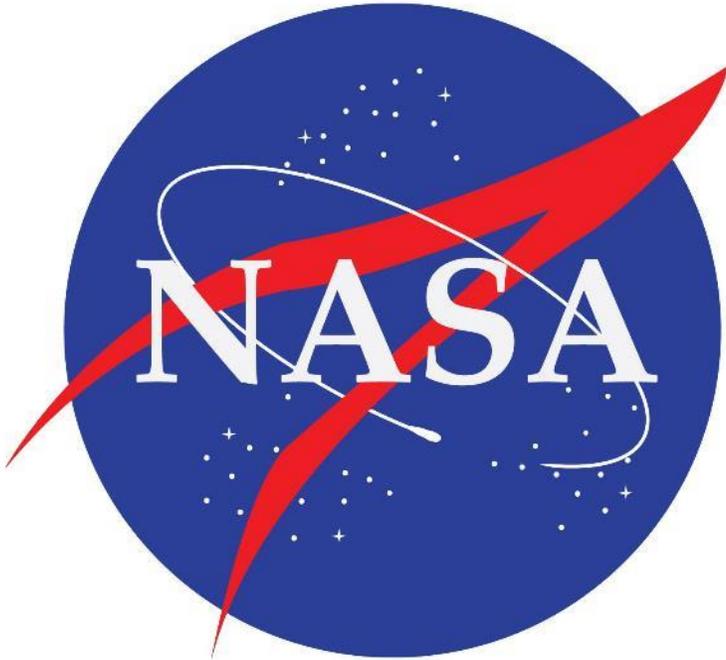
NASA is working to bridge the generational gap **to prevent negative stereo types** from inhibiting in the workforce.

- **Mentorship programmes**
- **Collaborative Projects**

The Lionesses show **The power of compassion** in team performance.

THE TRUTH IS….. WHETHER YOU ARE A BOOMER, GENX, MILLENIAL OR GENZ - WE ARE ALL HUMAN JUST WITH A SLIGHTLY DIFFERENT PERCEPTION ON LIFE!