



SYNCING UP THE GENERATIONAL MIXTAPE

Jenn Whitmer
Speaker | Consultant | Joy-Bringer





86%

employees and executives cite the **lack of effective collaboration and communication** as the main causes of workplace failures and decrease in productivity



80%

of employees report **workplace anxiety**
as a result of **ineffective company**
communication.



Change is possible.
Change is required.



Jenn Whitmer

Alien Registration No. 1612487

Name Calogero (none) dellario
(First name) (Middle name) (Last name)

RIGHT
INDEX FINGERPRINT



Calogero Dellario

(Signature of holder) Calogero Dellario

16-26150-1

Birth date August 3 1886
(Month) (Day) (Year)
Born in Calascibetta ? Italy
(City) (Province) (Country)
Citizen or subject of none. Part of Italy
(Country)
Length of residence in United States 30 yrs., mos.

Address of residence 728 Lydia
(Street address or rural route)
Kansas City Jackson Missouri
(City) (County) (State)

Height 4 ft., 11 in.

Weight 112 lb.

Color of hair Black

Distinctive marks Scar on right side of forehead

M M Richardson
(Signature of Identification Official)



Application filed in Alien Registration Division. Copy filed with Federal Bureau of Investigation office at Kansas City, Mo.

16-26150-1



What could be
possible when we're
open to change?



Jenn Whitmer



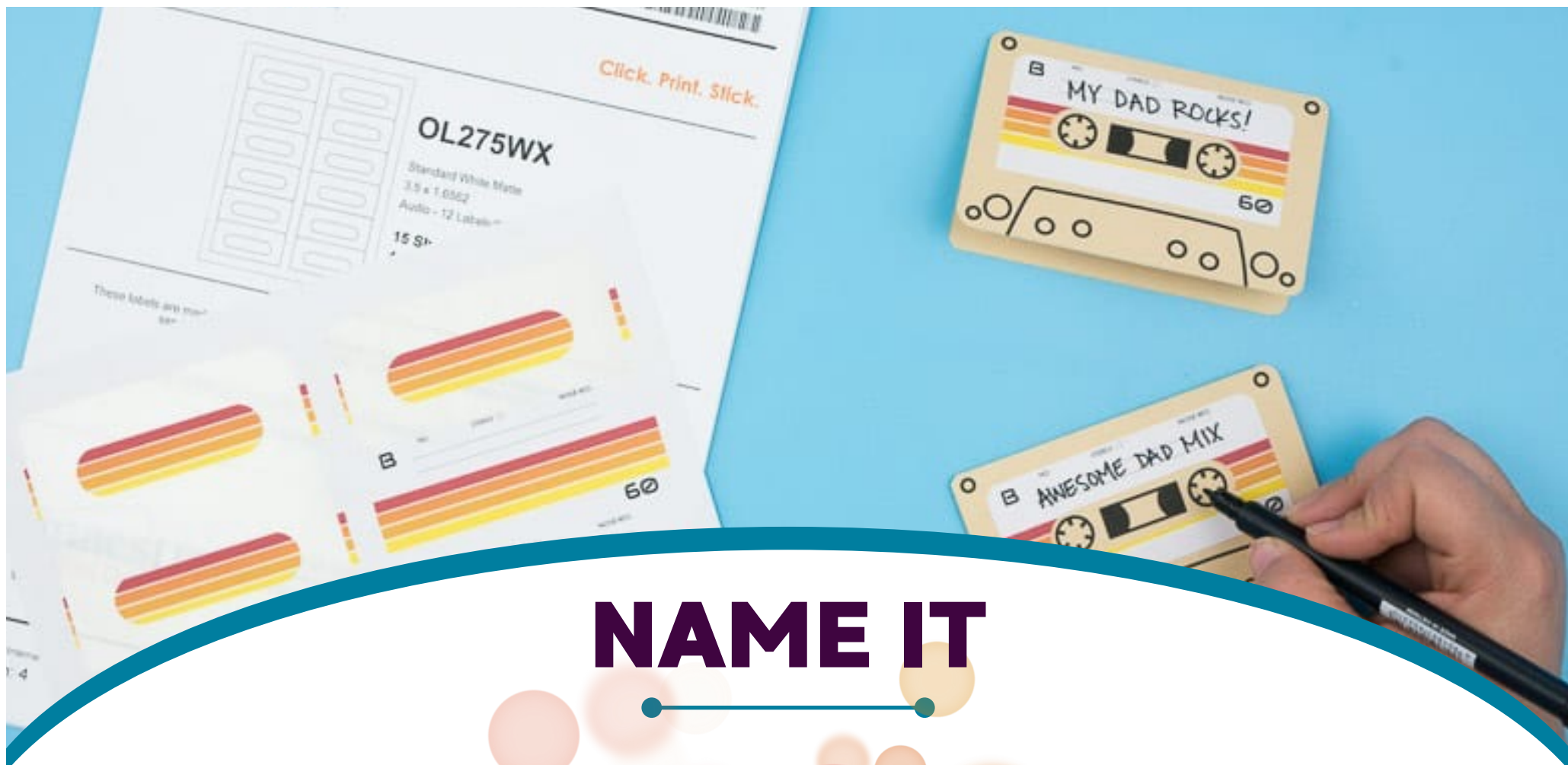
TODAY'S BIG IDEAS

- 1 People are People: What is a generation and how does a generation impact work communication?
- 2 It's Gonna Be Me: Communication foundations
- 3 Walk This Way: Best practices for healthy and effective communication at work.

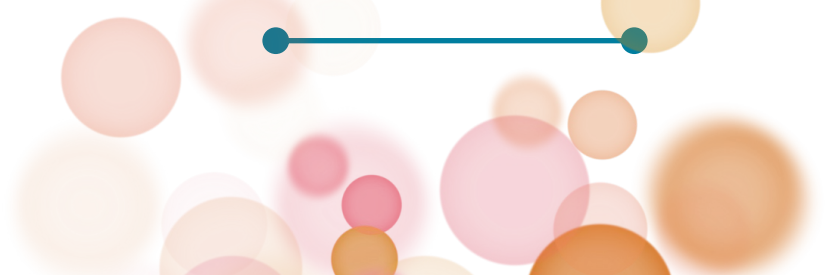


Leaders must either invest a reasonable amount of time attending to fears and feelings or squander an unreasonable amount of time trying to manage ineffective and unproductive behavior.

Brené Brown



NAME IT





PEOPLE ARE PEOPLE

Culture and Generations



FIRST MOBILE PHONE





FIRST CAR KEYS

OUT OF POCKET



**WHAT DOES
THIS MEAN?**



**Radio
Babies**



Millennial



**Baby
Boomers**



Gen Z



Gen X

FIVE GENERATIONS



RADIO BABIES



1928-1945



1946-1962

TODAY

78-95



RADIO BABIES

Dependable

Loyal

Obedience over individual

Age is seniority



1928-1945



1946-1962

TODAY

78-95

- The Great Depression
- The Dust Bowl
- Radio and early television
- WWII and rationing
- Urbanization
- Political and economic uncertainty



BABY BOOMERS



1946-1964



1964-1982

TODAY

59-77



BABY BOOMERS

Optimistic
Competitive
Workaholic
Sacrifice for success



1946-1964

TODAY



1964-1982

59-77

- Civil rights movement
- Kennedy Assassination
- Vietnam War
- NOW founded
- Moon Landing
- Kent State Shootings



GEN X



1965-1977



1983-1996

TODAY

45-58



GEN X

Flexible
Informal
Skeptical
Independent



1965-1977

TODAY



1983-1996

45-58

- Challenger Explosion
- Fall of the Berlin Wall
- Iranian Hostage Crisis
- Lockerbie Bombing
- Exxon Valdez
- Dessert Storm
- Rodney King beating



MILLENNIALS



1979-1996



1996-2013

TODAY

28-44



MILLENNIALS

Competitive
Civic-minded
Meaningful work
Achievement-oriented



1979-1996

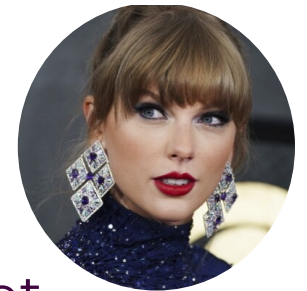


1996-2013

TODAY

28-44

- Gulf War
- OK City Bombing
- Death of Princess Di
- Columbine
- 9/11
- Gaming and the Internet
- Great Recession



GEN Z



1997-2011



2014-2029

TODAY

12-27



GEN Z

Global
Entrepreneurial
Progressive
Less focused



1997-2011



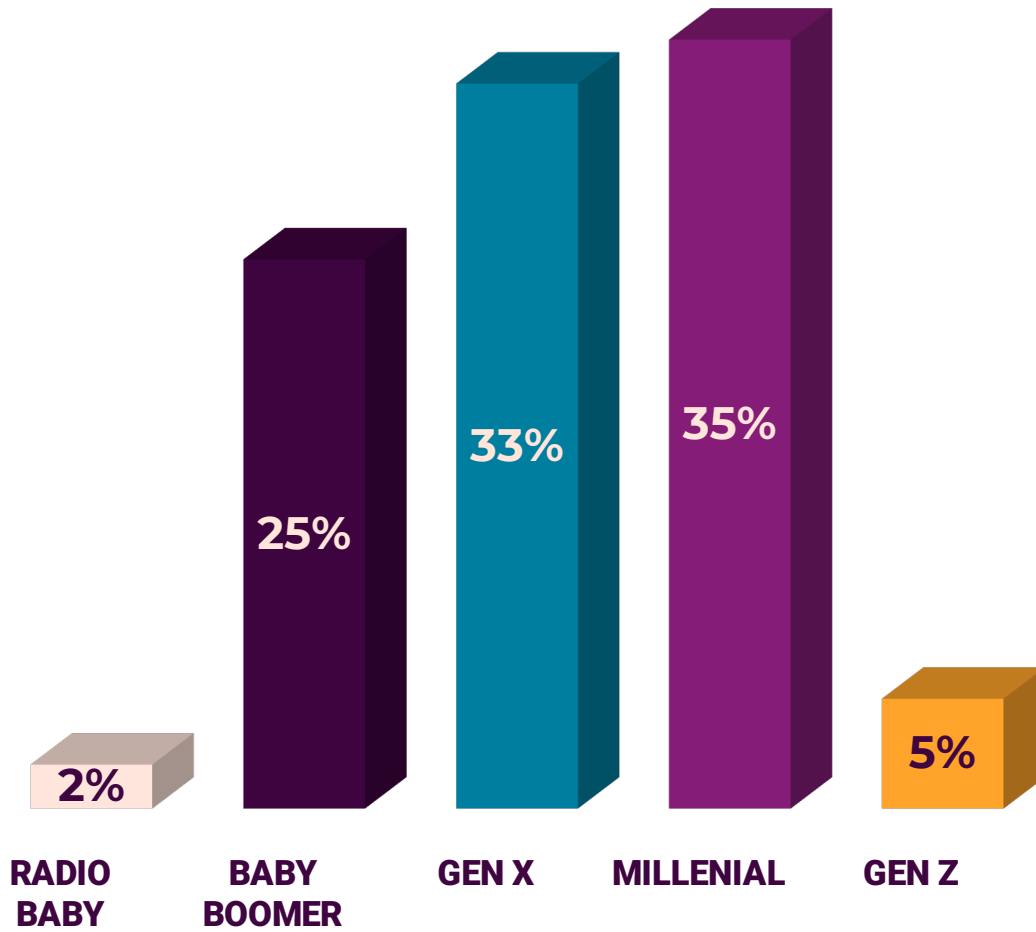
2014-2029

TODAY

12-27

- No memory of 9/11
- Covid-19 Pandemic
- Smartphones
- Social Media
- Global society
- January 6
- Economic and societal uncertainty.





WHO'S AT WORK





IT'S GONNA BE ME

Communication Foundations





COMMUNICATION PLAYERS



Why is he making that funny noise?



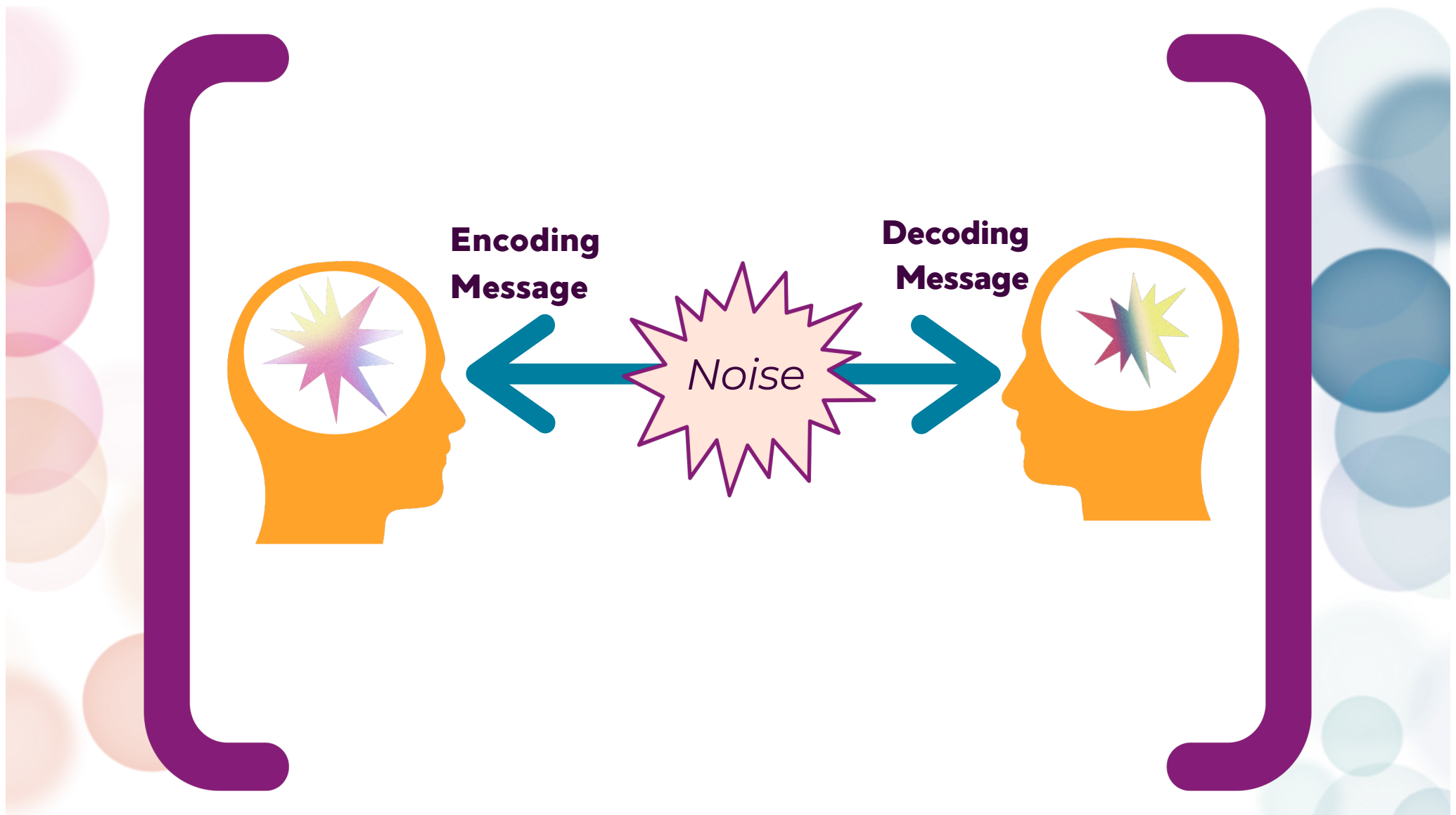
70%

of corporate errors are the result of poor communication.

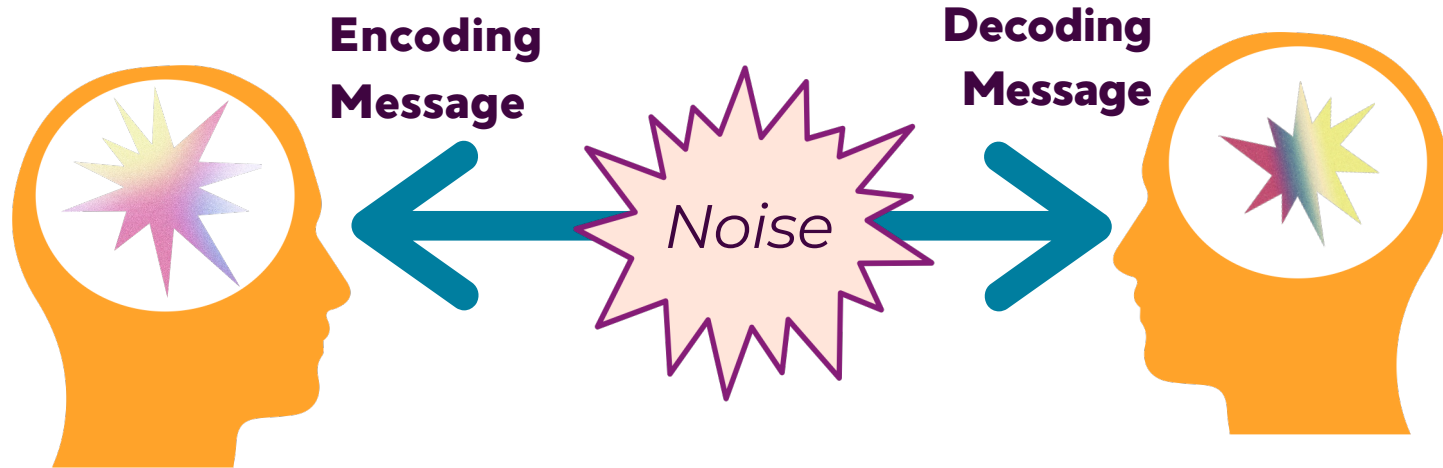


25%

increase in productivity on teams with effective communication.



*physical environment
medium (phone, video, in-person, text, post,
email)*



*emotions thoughts culture experiences
values triggers preferences Enneagram
type filter biases generation*

The goal of
communication is
shared meaning.



Jenn Whitmer





WALK THIS WAY

Best practices for healthy and effective
communication at work



We cannot assume anyone
sees, thinks, feels, believes,
interprets information
like we do.

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FIVE MUST-HAVES



Keep it
CLEAN.

- Clear
- Listen with curiosity
- Emotional regulation
- Absorbing stories
- Nonverbal alignment



CLEAR

“Clear is kind.”



Hiya, !



want to hear me read
this to you?

CLICK HERE

[Click if you want to see the whole email in your browser.](#)

P

CLEAR

“Clear is kind.”

LISTEN WITH CURIOSITY

“Be
curious
not
judgmental.”



LISTEN WITH CURIOSITY

“Be
curious
not
judgmental.”



LISTEN WITH CURIOSITY



“Be
curious
not
judgmental.”

1. Notice your thoughts.
2. Avoid assumptions.
3. Use the word curious.



EMOTIONAL REGULATION

We are
feeling
beings who
think.

ABSORBING STORIES

“For we are
all stories.”





NON-VERBAL ALIGNMENT

“Nonverbal communication forms a social language that is in many ways richer and more fundamental than our words.”



RADIO BABIES

Dependable

Loyal

Obedience over individual

Age is seniority



Respect, recognition, providing long-term value to the company



Personal touch, handwritten notes instead of email, face-to-face, or calls



Provide satisfying work aligned to skills. Offer genuine opportunities to contribute. Emphasize stability.

BABY BOOMERS

Optimistic
Competitive
Workaholic
Sacrifice for success



Company loyalty, duty,
Extra effort to career is
self-worth. Want
structure.



Clear, efficient. Fact transfer.
Will call or get face-to-face.
Written for important info.



Provide specific goals and
deadlines. Offer mentor roles.
Coaching-style feedback
(open questions).

GEN X

Flexible
Informal
Skeptical
Independent



Diversity, work-life harmony, personal-professional interests over company interests.



Efficiency wins, including phone calls, face-to-face. Email for important info. Text if it feels fastest.



Give immediate feedback. Flexible arrangements. Provide opportunities for personal development.

MILLENIALS

Competitive
Civic-minded
Meaningful work
Achievement-oriented



Responsibility. Quality of direct manager. Achievement. Unique work experiences.



IMs, Slack, texts, and email. Even social DMs. Will avoid phone calls.



Get to know them personally. Manage to outcomes, not hours or location. Flexible options and immediate feedback.



GEN Z

Global
Entrepreneurial
Progressive
Less focused



Diversity, personalization, individuality, creativity, the experience, instant and constant connection



DMs, texts, Slack, Teams, social media. Will avoid phone calls and ignore emails.



Give clear direction and independence. Two-way conversations. Extreme flexibility. Multiple projects. Text before calling. Regular check-ins.

We cannot assume anyone
sees, thinks, feels, believes,
interprets information
like we do.

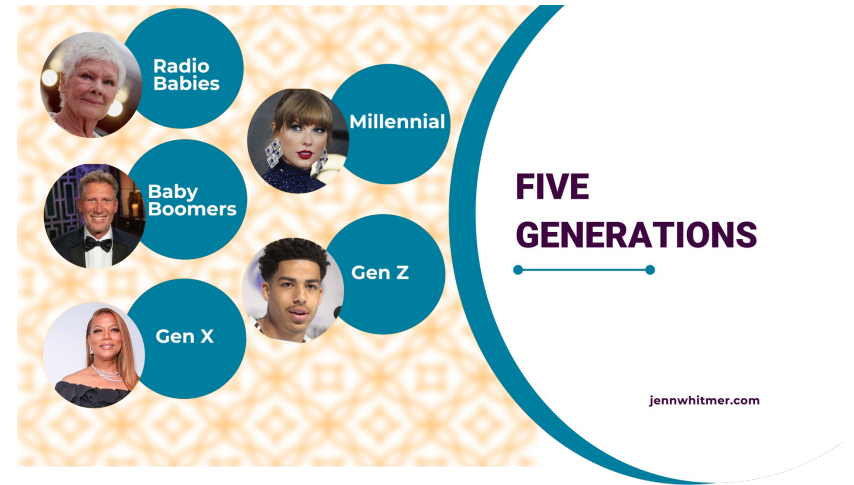
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GET THE SLIDES

And bonus resources



jennwhitmer.com/crossgeneration-slides





**I don't know... Screws fall off all the time.
The world's an imperfect place.**



**I don't know... Screws fall off all the time.
The world's an imperfect place.**



CHANGE IS POSSIBLE



HOW TO SYNC UP THE MIXTAPE



- Individually: know the story you're living in. Have awareness of what influences on you.
- Team culture: see the differences as strength. Have patience and grace on what challenges people.
- Communication: Start with CLEAN. Actively work toward creating shared meaning.



**A TALE OF
TWO
COMPANIES**





LET'S CONNECT

jennwhitmer.com

**Business
Up Front**



Jenn Dellario Whitmer



**Party in
the Back**



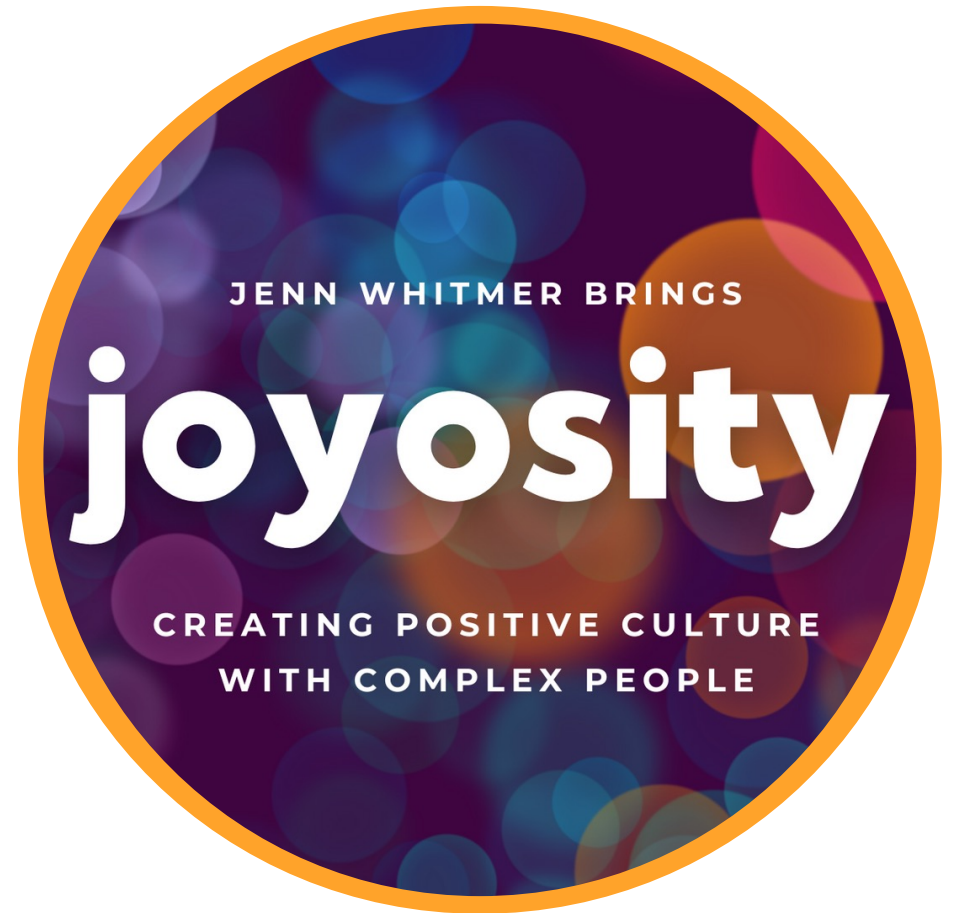
@jenn_whitmer

joyosity

CREATING POSITIVE CULTURE
WITH COMPLEX PEOPLE



jennwhitmer.com/joyosity-podcast



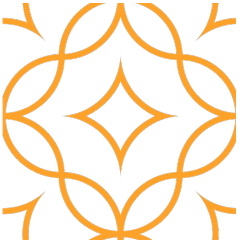


**CHANGE
IS
REQUIRED.**



**CHANGE
TAKES
VALOR.**





THANK YOU



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