

Action Discussion

Addressing Generational Differences

HUD HQ, Washington, D.C. | EEO Conference June 11, 2018 |
Jeffrey Vargas, President/CEO Generationology LLC

Agenda

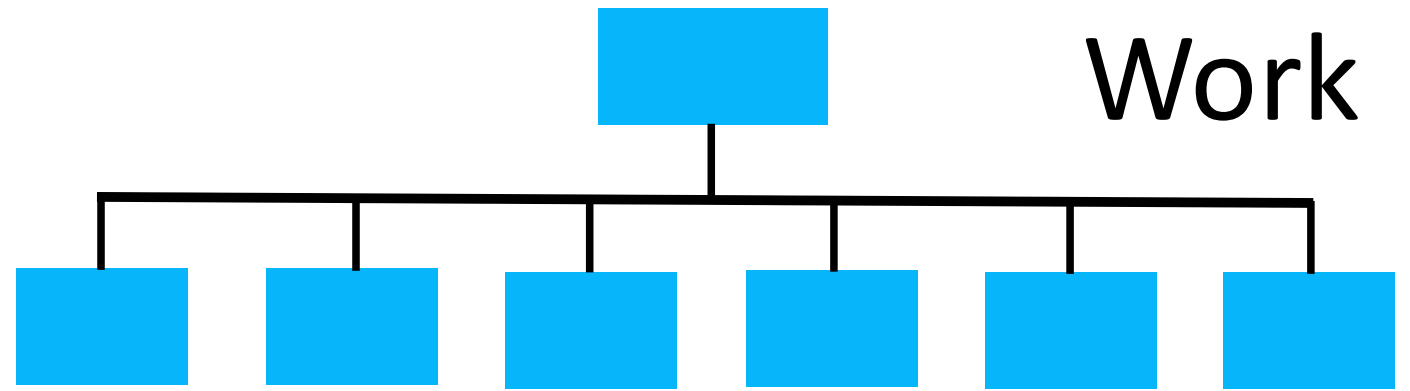
- Breath
- AHA Captures/Moments
- Identify Current/Anticipated Intergenerational Issues
- A Word about Onboarding
- Creating a Generational Action Plan



Just Breath...

A group of people in business attire are shown in a celebratory mood, high-fiving and smiling. The image is overlaid with a semi-transparent white box containing the text "AHA Moments & Additional Insights".

AHA Moments & Additional Insights





Workplace



Neighbor Share

What are some of the intergenerational issues that you are dealing with today; and what are some issues you anticipate dealing with in the future?

Current Issues

- Intergenerational Communication - Peer-to-Peer, Worker-to-boss, worker to 2nd level boss/senior leader
- Policy – Technology/Electronic Use
- Policy – Work Hours - Any 80 vs 9-5
- Leadership - Self Directed Work vs Management Led Work Direction
- Learning & Development

Anticipated Issues

- Onboarding to the World of Work
- Collaborative Teaming
- Performance Management
- Recruiting/Onboarding – Corporate Social Responsibility
- Learning & Development

Discussion

	Employee Work Preference	Senior Leader Response
Meaningful work – make an impact	Work only on job tasks that are considered meaningful and connected to life’s purpose.	
Technology	Connections are fast, always available, wireless is everywhere, multiple devices and apps are available for download and access is as open as possible.	
Work Environment	Flexible work schedule, Input on selection of programs and projects to work on, preference to work on teams.	
Agency-Wide Decision Making	Ability to provide input on agency-wide decision, direct access to senior leadership, ability to provide input and direction on major agency initiatives	

	Millennial Preference	Traditional Response
Meaningful work – Make an impact	Work only on job tasks that are considered meaningful and connected to life’s purpose.	Government work is meaningful, it does fulfill your “why” and it also requires execution as outlined in policy and law.
Technology	Connections are fast, always available, wireless is everywhere, multiple devices and apps are available for download and access is as open as possible.	Cybersecurity is a real threat, access is as open as possible, equipment is made available during and after orientation.
Work Environment	Flexible work schedule, Input on selection of programs and projects to work on, preference to work on teams.	Flexible work schedules are available, and you will have some input on the work you completed, however managers are responsible for assigning and overseeing work.
Agency-Wide Decision Making	Ability to provide input on agency-wide decision, direct access to senior leadership, ability to provide input and direction on major agency initiatives	Input is desired must be provided through identified protocols. Engagement with senior leadership is encouraged through mentoring and other engagement programs.



Onboarding/Reboarding Employees



“There is never time to do it right,
but there is always time to do it
over...” Anonymous

Why Spend Time on Onboarding/Reboarding?

Improves retention by 52%

Improves time to productivity by 60%

Increases employee satisfaction by 53%

What is Reboarding?



Providing current staff with access to participate in current onboarding activities.

- Why offer Reboarding?
 - Improves team dynamics and collaboration & reduces potential animosity between employees
 - Gives employees a “safe space” to ask questions on things they believe/you believe they should already know.
 - Reduces confusion
- When to offer Reboarding?
 - Once every six months or on a quarterly basis, employees can participate on a volunteer basis.

Strategic Onboarding/Reboarding -

Build your strategic onboarding/reboarding practice on the pillar of your vision for work and success

Make - Provide	Make them feel welcomed – provide a corporate welcome, individual welcome, group welcome. Make time to welcome your employees into your organization.
Accept	Accept that Onboarding/Reboarding is a continuous process – orientation is an initiative. Remember that completing paperwork is NOT onboarding.
Build and Encourage	Build and encourage your employees to be part of both formal and informal onboarding activities and initiatives that your organization sponsors.

Four Major Areas of Emphasis of when Onboarding

Compliance – Legal and policy-based rules and regulations:

- **Procurement**
- **Budget**
- **Travel**
- **Business processes**
- **Discuss what does “disruption” look like in government**

Four Major Areas of Emphasis of when Onboarding

Compliance – Legal and policy-based rules and regulations:

- Procurement
- Budget
- Travel
- Business processes
- Discuss what does “disruption” look like in government

Clarification – Understand new job, and job expectations:

- Their connection to mission
- Job documentation - “how to do their job”
- Performance management
- Feedback “contract/agreement”

Four Major Areas of Emphasis when Onboarding

Compliance – Legal and policy-based rules and regulations:

- Procurement
- Budget
- Travel
- Business processes
- Discuss what does “disruption” look like in government

Clarification – Understand new job, and job expectations:

- Their connection to mission
- Job documentation - “how to do their job”
- Performance management
- Feedback “contract/agreement”

Culture – Organizational norms (formal and informal)

- The “world of work” at your agency
- Work product completion
- Collaboration, Concurrence
- Bureaucracy at your agency

Four Major Areas of Emphasis when Onboarding

Compliance – Legal and policy-based rules and regulations:

- Procurement
- Budget
- Travel
- Business processes
- Discuss what does “disruption” look like in government

Clarification – Understand new job, and job expectations:

- Their connection to mission
- Job documentation - “how to do their job”
- Performance management
- Feedback “contract/agreement”

Culture – Organizational norms (formal and informal)

- The “world of work” at your agency
- Work product completion
- Collaboration, Concurrence
- Bureaucracy at your agency

Connection – Interpersonal relationships, information networks

- Working/Interacting with “your boss”
- Working with senior leadership
- Working with other agencies
- Building a peer network
- Where to get information not found on google

Final Thoughts: Onboarding - “Organizational Socialization”

Effective onboarding of a Millennial can take up to 24 months

Millennials expect formal onboarding programs to provide scripts, kits, packages, instructional manuals, etc.

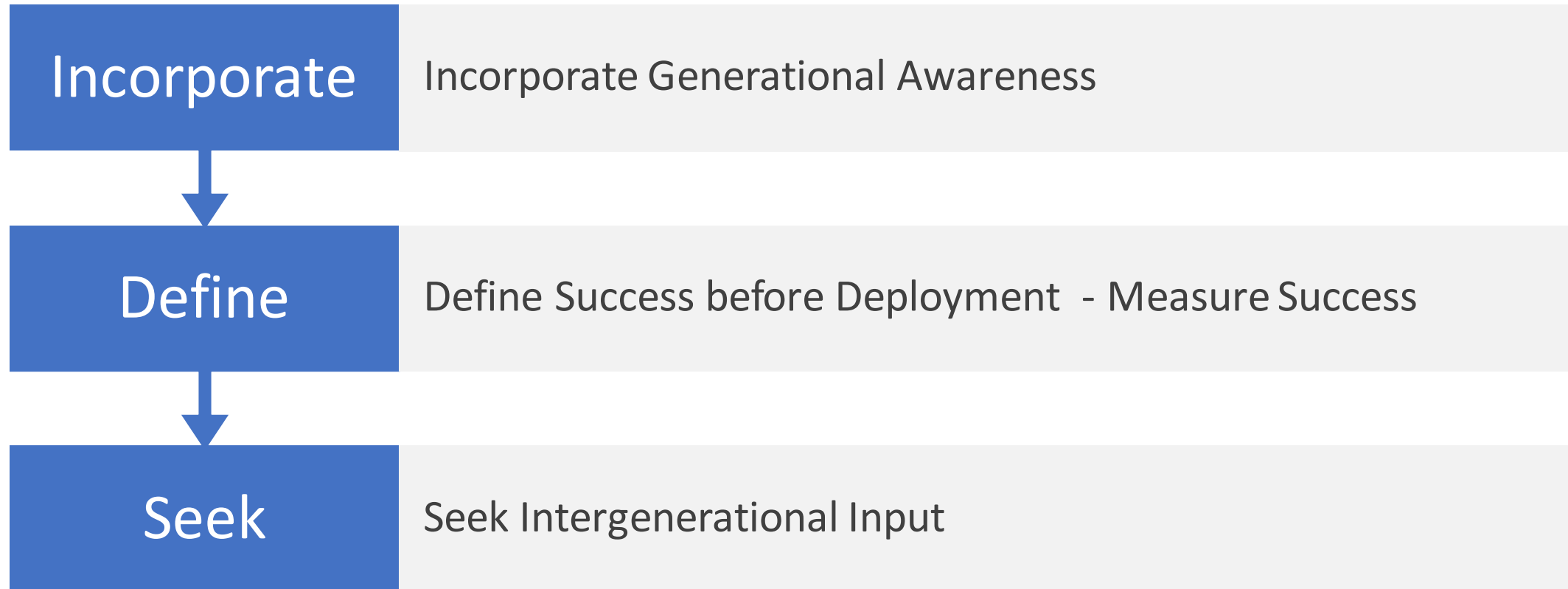
When possible sequence millennial hires – (bring them onboard in pairs if possible)

Maximize use of technology during the onboarding/reboarding process

Onboard them to learning and development in your agency

Onboard them to leadership development at your agency

Creating an Intergenerational Communication Strategy



Intergenerational Trust & Communication Plan

<u>Identify</u> the issue, challenge or opportunity.	<u>When</u> will you address it?	What will you do?	How will know you are successful?



THANK YOU FOR
TODAY!

Jeffrey Vargas
President/CEO,
Generationology LLC

Jeff@generationology.org

303-569-6143



Human Capital & Training and Development Consulting Firm

Generationology LLC

Led by Jeffrey Vargas

jeff@generationology.org

303-569-6143

National Recognized Expert on Intergenerational Trust and
Intergenerational Collaboration

Visionary Leader, Exceptional Communicator

Former Chief Learning Officer for the National Nuclear
Security Administration & the Commodity Futures Trading
Commission