

Brewing Safe Spaces, Serving Bold Leadership



ChangeBridge Consulting
Engineered for Excellence

*Cultivating Psychological Safety in a
Multi-Generational Workplace*

**CENTRAL ILLINOIS
HR CONFERENCE**





Who was Your Teenage Celebrity Crush?



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Becky Gabany

#Millennial





ChangeBridge Consulting

Engineered for Excellence

Our mission is to bridge critical gaps

Professional Development

Strategic Planning

Grant Support

Process Improvement

...empowering you to lead with greater equity, efficiency, and effectiveness.

www.ChangeBridgeConsulting.com

Check out our Commitment to Equity!



How it Started...

Hello, I had a volunteer call the IT Help Desk looking for assistance in getting more salt shakers. She was at the 3C IMC lounge/waiting room.



How it's Going...



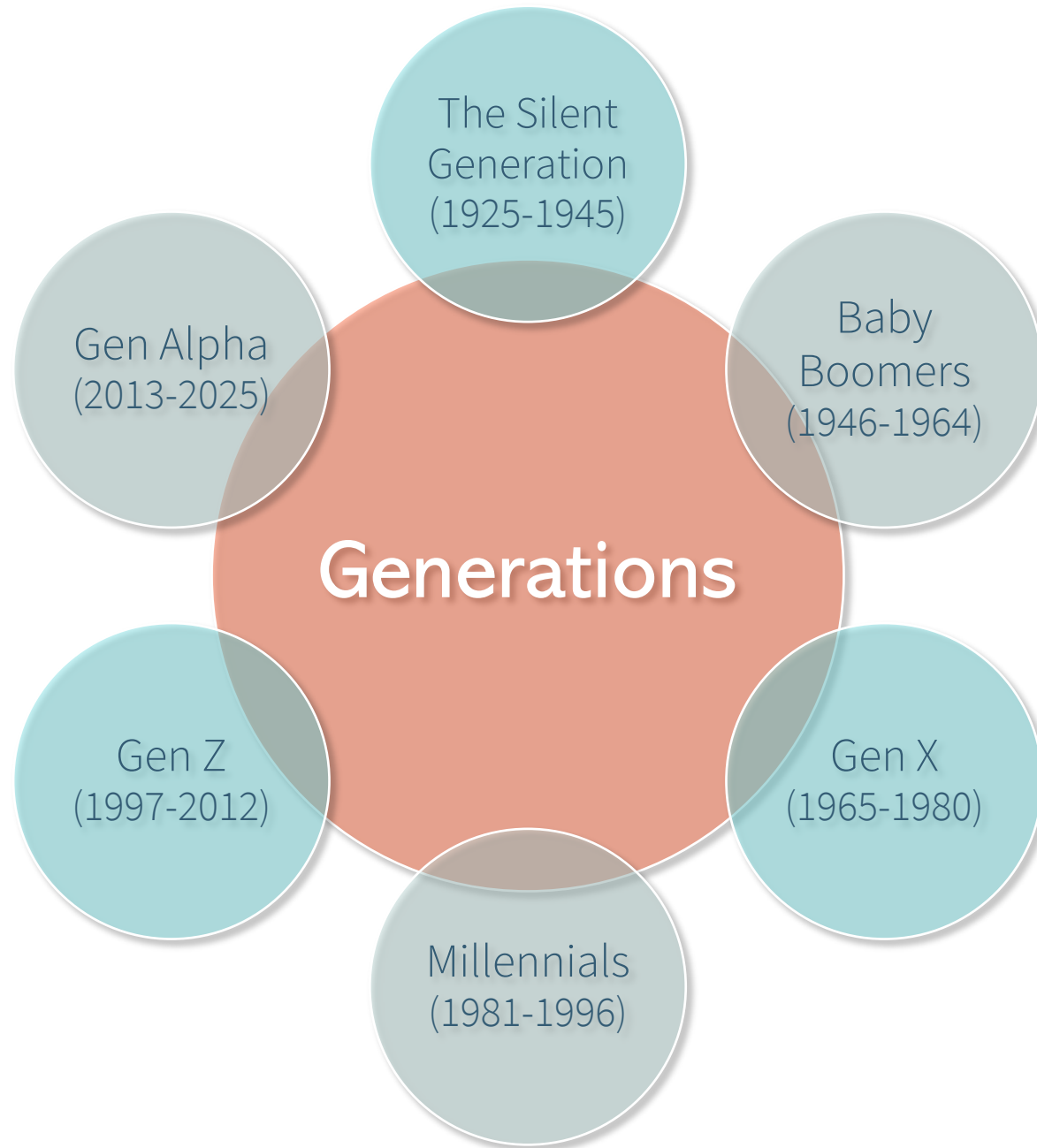
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Skibidi What?

Let's Talk Generations

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Who Said It?

Gen Alpha or Silent Generation



Coolsville
Rizz
Ankle Biter
Sus
Wig Out
Cookin'
Necking
Ate



Baby Boomers

“With multigenerational workplaces you have such a wide range of experience... you have to work harder to align on how you work.”



Baby Boomers



Formative Events

- Civil Rights Movement
- Vietnam War
- Economic Boom
- Television

Core Values

- Hard Work
- Discipline
- Loyalty
- Respect for Authority

Engagement Strategies

- Intergenerational Learning
- Respect Expertise
- Understand Emotional Avoidance in the Workplace



Gen X

“We have individuals of all ages working together, and while it creates some friction at times, the creative output and energy are unmatched when we actually listen to one another.”



Gen X



Formative Events

- Cold War
- Rise of Personal Computers, Internet
- 2008 Recession

Core Values

- Independence
- Skepticism
- Work Ethic
- Resourceful
- Autonomy

Engagement Strategies

- May Prefer Respectful Professionalism Over Vulnerability
- Do Not Micromanage

Millennials

“If I only worked on a team that consisted of people my age, I would have missed so many valuable lessons.”



Millennials



Formative Events

- 9/11
- Social Media
- Obama Presidency
- Tech Boom, Globalization

Core Values

- Meaningful Work, Social Impact
- Continuous Learning
- Work-Life Balance*

Engagement Strategies

- Collaboration
- Flexibility
- Validation and Mentoring
- Less Hierarchy
- Transparency and Inclusion

Gen Z

“I often feel older generations have a negative perception of young workers. I wish there was more trust that we care and want to grow.”



Gen Z



Formative Events

- Social Media
- COVID-19
- School Shootings
- Polarization
- Climate Anxiety

Core Values

- Individuality, Identity Exploration
- Authenticity
- Entrepreneurial
- Mental Health

Engagement Strategies

- Suspend Judgements
- Visible DEI Action
- Peer-Led Work
- Anonymous Feedback/Ideas





Survey Says *There's a Lot to Learn*

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Multi-Generational Workplace

What do you value most about multi-generational workplaces?



Differing Perspectives

Balance of Tradition and Innovation



Who cited mentorship as what they value most?

**The Silent
Generation**

**Baby
Boomers**

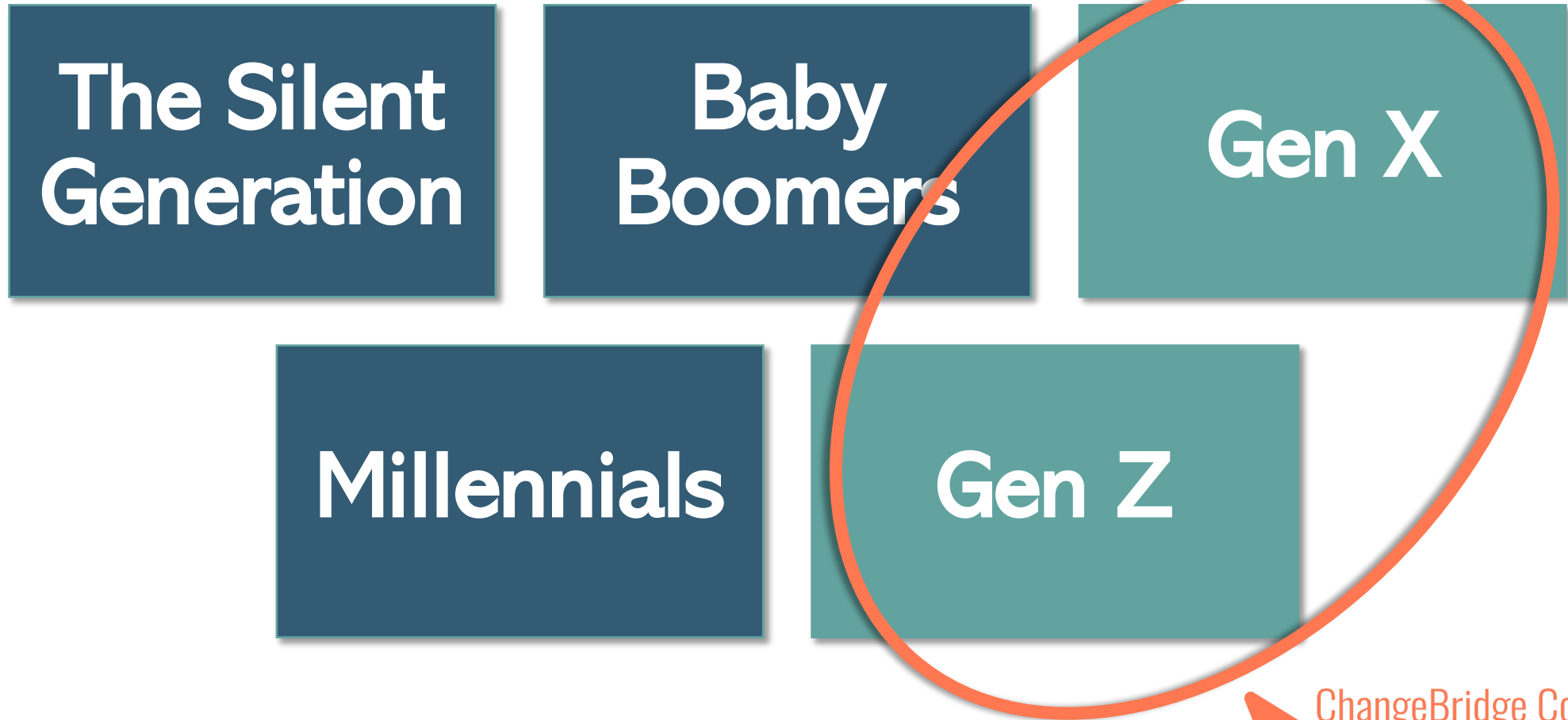
Gen X

Millennials

Gen Z



Who cited mentorship opportunities as what they value most?



The Desire to Learn

“As an elderly worker it is a challenge and **educational** to work with younger folks.”

“I think you **learn** a lot from coworkers in different generations!”

“It is important to realize how much we can **learn** from people with both real life and work experience.”

“Always happy to **learn** from others especially when they are not my age.”

“Everybody **learns** from each other.”

“Sometimes the newer technology may stump a few of us Baby Boomers and hopefully the younger generation would help us **learn** to work through the issue.”

“You **learn** from everyone around you.”

What conflicts do you experience the most?

Communication
Styles



Work/Life
Balance



Technology
Use



Communication Styles



Key Differences

Pace of Communication

- Younger generations value quick communication
- Older generations are accustomed to longer, formal methods

Tone and Formality

- Casual and Conversational
- Formal

Digital Preference

- Social media, digital apps
- Face-to-face, phone calls

Feedback Preferences

- Continuous, real-time
- Formal or periodic reviews



Challenges in the Workplace

Baby Boomers

- May view Slack or instant messaging inefficient or lacking depth

Gen X

- May not prioritize formalities older generations value

Millennials

- May prefer quick, frequent exchanges that others find disruptive or unprofessional

Gen Z

- May prefer asynch communication so they can respond when convenient; May use emojis for self expression



Work/Life Balance



Age of Peak Burn Out

Silent Generation – Baby Boomers – Gen X

42



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Age of Peak Burn Out

Millennials – Gen Z

Age of Peak Burn Out

Millennials – Gen Z

25



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Academic Pressure
(Standardized Testing, Early Specialization)
Time Intensive Extra Curriculars
(Travel Sports, Leadership Roles)
Constant Connectivity
Student Debt, Costs Outpacing Wages
Gig Economy
Delayed Milestones Increases Stress
Side Hustles
Grind Culture
Trauma Exposure
Requirements Raising Children



Technology Use



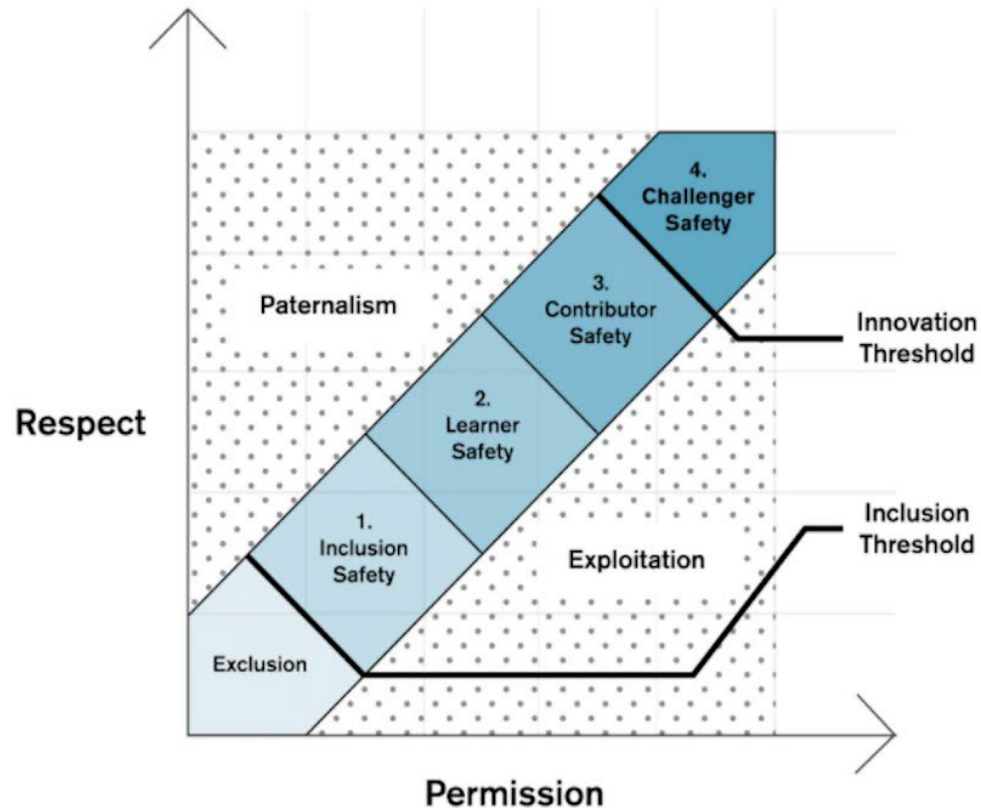


“Psychological Safety is a condition in which you feel (1) included, (2) safe to learn, (3) safe to contribute, and (4) safe to challenge the status quo – all without fear of being embarrassed, marginalized, or punished in some way.”

- Timothy R. Clark

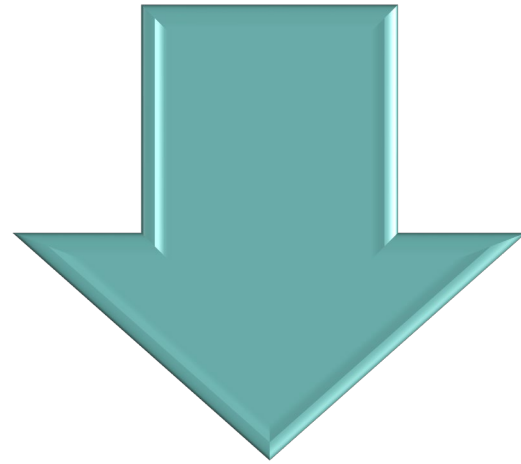


The 4 Stages of Psychological Safety

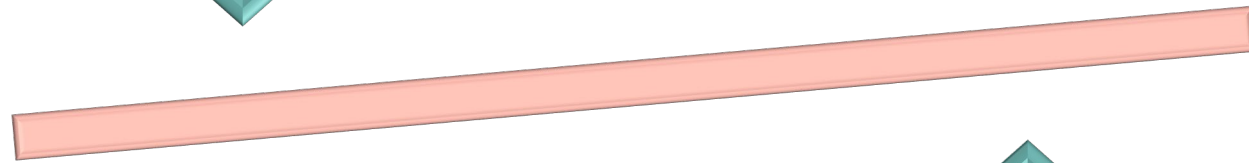


Progression Based on Human Needs

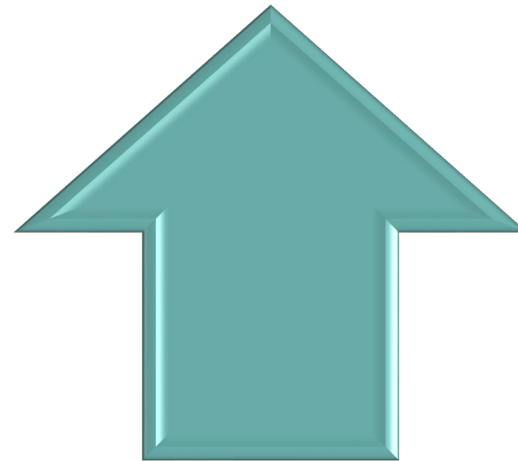
- Humans want to be included
- Humans want to learn
- Humans want to contribute
- Humans want to challenge the status quo when they believe things need to change



Increase
Intellectual
Friction



Decrease
Social
Friction



Calming the Conflict Across Generations



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Embrace Subjectivity

Co-Create Team Agreements



Normalize Uncertainty



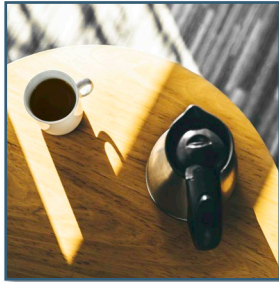
Share Your Mistakes



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Assign Dissent





Baby Boomer

- Traditional Drip Coffee

Gen X

- Balance Between In-Home and Out-of-Home Consumption

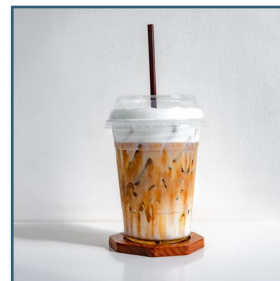


Millennials

- Espresso-Based, Cold-Brew
- Frequent Coffee Shop Visitors

Gen Z

- Sweeter, Flavored Coffee Drinks, Ready-to-Go



We want your
feedback!

THANK YOU!



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