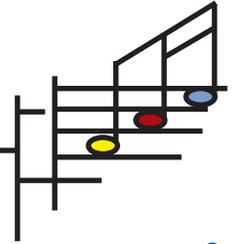


Notes From Melba

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Veterans • Boomers • Xers • Nexters

How Are the Generations Getting Along In Your Organization?

The American workplace is more diverse today than ever before. The mix of race, gender, ethnicity, and generation is stunning. At no time in our history have so many from different generations with such diversity been asked to work together.

Generational commonalities cut across racial, ethnic, and economic differences because *each generation's formative years bind them together in exclusive ways*. Each generation has a unique perspective on work and leadership.

The gulf of misunderstanding between generations in the workplace is growing and problematic. Today's workplace can be a positive, productive, and compatible home for all ages, but *an aware and enlightened management is required* to make it so.

Understanding generational differences is critical to making them work for the organization and not against it and to creating harmony, mutual

respect, and joint effort where now there is suspicion, mistrust, and isolation. Instead of generational differences resulting in conflict, people of different perspectives have the potential to bring different thoughts and ideas to problem solving and future opportunity.

The following articles provide background information on the generational groups and suggestions for improved cooperation between the generations:

New Articles at

<http://www.melbabenson.com/articles.php>

“Overview of the Generations”

“New Style Managers
Put Emphasis on ‘We,’ Not ‘I’ ”

“Blending the Generations at Work”

“Suggestions for the Generations”

Boomers are approaching retirement age, and some are electing to take enhanced retirement packages. Younger workers need to be pre-

pared for higher-level jobs sooner in their careers than ever before. However, since many Boomers will elect to remain in the workforce, offering benefits and generating a work environment that appeals to members of each generation is essential to recruiting and retaining younger workers and retaining long-term, experienced employees.

When asked what they want from work, Xers and Nexters focus on five key areas:

1. The freedom, autonomy, and trust they need to be productive and fulfilled.
2. Active involvement in work.
3. Recognition for their achievements and proven talents.
4. Empathy, understanding, caring, and genuine interest in what they have to say.
5. Direct communication and feedback.

Maybe the generations aren't so different after all.

“Power is nothing unless you can turn it into influence.” - Condolezza Rice

“Inflexibility is the worst human failing. You can learn to check impetuosity, overcome fear with confidence and laziness with discipline. But for rigidity of mind, there is no antidote. It carries the seeds of its own destruction.”

- Bill Parcells quoting lines from **Once an Eagle**

“If we are able to identify our own ignorance, we can identify someone else's expertise. We learn how to listen to each other. And that is the foundation of human understanding.”

- Ted Koppel

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