

MULTIGENERATIONAL WORKFORCE RESOURCE GUIDE

**UNDERSTANDING THE MULTIGENERATIONAL WORKFORCE:
*EMBRACING AND ENHANCING THE MANAGEMENT,
SUPERVISION, AND DEVELOPMENT OF YOUR DYNAMIC TEAM***



WHAT TO KNOW ABOUT OUR TEAM

The **UL Professional Development** in University Life at George Mason University, is a team dedicated to providing learning opportunities that foster individual growth, team development, and competency skill building to all staff members in University Life at George Mason University. Our goal is to empower UL staff with the skills and knowledge they need to support student success.

Our work is driven by our division's strategic commitment to staff development through cultivating positive staff experiences and developing professional and technological competencies to better support evolving student growth, development, and success need.

At UL Professional Development, we recognize the critical role that staff members play in shaping the student experience. By investing in the growth and development of our staff, we are able to create a community that is better equipped to support student success in everything they do.

WHAT DO WE DO?

- Workshops
- Cohort experiences
- Training Consultation
- Polarities Thinking
- Summer + Winter Days of Service
- UL Student Success Symposium
- Online Resources
- Professional Development committees

UNIVERSITY LIFE BY THE NUMBERS

450+	Benefitted staff
650	Total staff
1000+	Student employees
45	Departments

MULTIGENERATIONAL WORKFORCE INFO. CHARTS

Generation	Tone	Economy	Population
Builders	Caution	Mostly bear market	Smaller
Boomers	Confidence	Mostly bull market	Larger
Busters – Gen X	Caution	Mostly bear market	Smaller
Millennials – Gen Y	Confidence	Mostly bull market	Larger
Coronials – Gen Z	Caution	Mostly bear market	Smaller

THE U.S. ECONOMY &
THE GENERATIONAL
IMPLICATIONS

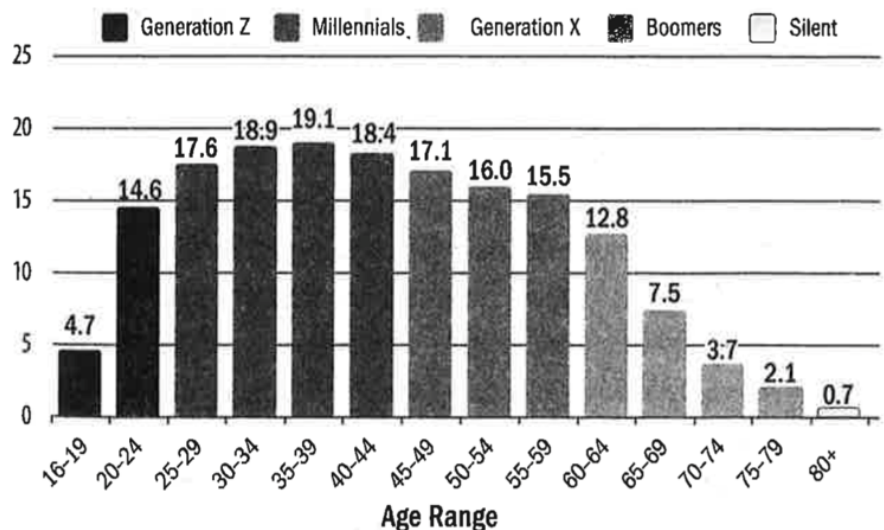
The Workforce in 2025

Currently:

- 10% Baby Boomers
- 35% Generation X
- 35% Millennials
- 10% Generation Z ...
and growing each day!

The Workforce in 2025

Projected size of labor force (in millions) by age for the year 2025



Source: Department of Labor | WSJ.com

GENERATIONAL SUPERVISION STRATEGIES

KNOW YOUR STAFF MEMBERS AND THEIR WORK PREFERENCES

- One on One meetings – NOT solely for informational updates. Frame the purpose to be a working meetings to know your staff, their skills, and experience
- Career goals and planning with your individual staff members
- Career growth plans with L&D training for areas needed to grow in current role and as leaders – Skill identification for next step in career

CREATE OPPORTUNITIES FOR INTERACTION ACROSS THE GENERATIONS BOTH FORMAL AND INFORMAL

- Formal: Collaborative projects, committee work, sprint action group
- Informal: Conversation spaces, potluck, team celebrations, work place (milestones)

ESTABLISH WORKING NORMS FOR TEAM INTERACTIONS AND WORK

- Create team alignment with defining the HOW and being CLEAR
- Define: Online communication, response time, interpersonal interactions, presence, update sharing

GENERATIONAL SUPERVISION STRATEGIES

ESTABLISH EXPECTATIONS

- Be certain to revisit and discern "Preferences" from "Expectations" from "Requirements"

EACH PERSON, REGARDLESS OF THEIR GENERATION, BRINGS THEIR OWN:

- **PREFERENCES: PERSONAL OPINIONS**
- **EXPECTATIONS: PERSONAL ASSUMPTIONS**
- **REQUIREMENTS: PERSONAL DEMANDS**

CREATE REVERSE MENTORING OPPORTUNITIES

- Up, down, across mentoring for cross-generational and diverse mentoring
- We can learn from each other; not just older to younger

UL DIVISIONAL MULTIGENERATIONAL SESSION



UNDERSTANDING OUR MULTIGENERATIONAL WORKPLACE

Join UL Professional Development for an interactive session exploring the multigenerational workplace, helping you to better understand and navigate working with members of your team. Topics covered include:

- ✓ Generations Defined
- ✓ Team development
- ✓ Inter-generational communication
- ✓ Strategies to better leverage your team

[Register Here](#)

[Registration Link](#)



FRIDAY, FEBRUARY 23
11:00am-12:00pm



Visit Our website Now
[UL Professional Development](#)

TEAM BASED PROFESSIONAL DEVELOPMENT OPPORTUNITIES

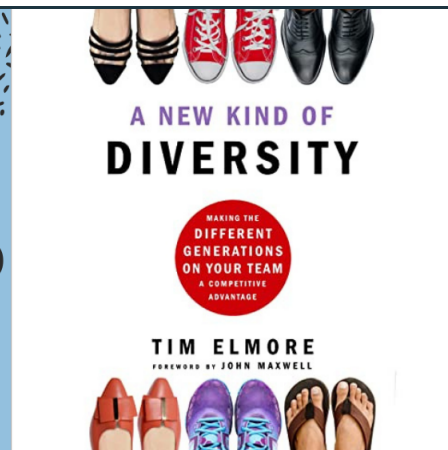
UL Professional Development Book Club

UL Professional Development team will engage in a common reading of *A New Kind of Diversity: Making the Different Generations on your Team a Competitive Edge* by Tim Elmore as part of our unit's Workplace Well-Being Plan for the Professional Development and Learning Element. Team members will read the book together from November 2023, through early March 2024, in preparation for our workshop presentation during the NASPA 2024 Annual Conference March 9-13. The UL Professional Development team will engage in conversation, learning and application through an organized shared reading schedule and experience.

LET'S WORK TOGETHER!

Overview:

- UL Professional Development team members will read agreed upon chapters of the book.
- The team will meet following each book reading section, separate from team meetings, to discuss learning and application and information to share in our presentation.




Approach:

- Meeting Modality: Teams meetings
- Book chapters:
 - Preface, Introduction, Chapters 1 -3 (~ 61 pages)
 - Chapters 4-8 (~85 pages)
 - Chapters 9-12 (~ 74 pages)
 - Chapters 13-15, Appendix (~ 43 pages)
- Schedule:
 - First reading discussion: Thursday, December 7, 2023
 - Second reading discussion: Thursday, January 18, 2024
 - Third reading discussion: Thursday, February 8, 2024
 - Last reading discussion: Monday, February 19, 2024

Each participant will be responsible for 1-2 questions and/or quotes (plus insight) for each chapter to be included in a facilitation guide document in our shared folder no later than the Tuesday before the discussion date.

CREATING CO-LEARNING SPACES

• PROGRAM SERIES



UNIVERSITY LIFE TRAINING & DEVELOPMENT COMMITTEE PRESENTS
COLLEAGUE CONVERSATION
THE PODCAST SERIES

How to overcome burnout using Strengths - CliftonStrengths Podcast

Virtual – MS Teams
Feb 22 2024 (Thursday)
1:00 – 2:00PM
[Webcast Link](#)

This webcast episode discusses:


- What's a good definition of burnout?
- What are some ways people choose to cope with burnout?
- How can your strengths inform the way you deal with burnout and help you prevent or overcome it?

Important Links:

1. Prevent and Overcome Burnout: A Strengths-Based Guide ([PDF](#))
2. Transcript, audio, and video [link](#)
3. Clifton Strengths Assessment [link](#)

Participants will receive the MS Teams invite upon registration.

Register now: bit.ly/4baQNOg



SCAN ME

Colleague Conversations:

Monthly one-hour session covering a range of topics, from supervision, well-being, to performance management. Content is based on a podcast episode correlating to the topic. Sessions are led and curated by the UL Training and Development committee.

Manager Meetups:

Monthly one-hour interactive, virtual sessions focusing on topics to support the skill development of supervisors. Considerations made for topics to be inclusive of different levels of supervisions (professional and student staff), as well as applicable for aspiring supervisors. The series is managed by the Supervision Collective committee.



Supervision Collective Manager Meetups! Spring 2024

Join us for virtual discussions connecting managers and aspiring managers on topics of supervision.

Feb 2024

Setting Students Up For Success: Resetting Goals

- February 8, 2024 at 2pm
- Registration: <https://bit.ly/FebManagerMeetup>

March 2024

Supervising Introverts and Extroverts in the Workplace

- March 14, 2024 at 2pm
- Registration: <https://bit.ly/MarchManagerMeetup>

April 2024

Thriving as a Supervisor in the Multi-Generational Workplace

- April 11, 2024 at 2pm
- Registration: <https://bit.ly/AprilManagerMeetup>

Want to learn more? Visit our website [Supervision Collective Committee](#)



OTHER PRO DEV PROGRAMS & INITIATIVES

GET IT DONE UL FOCUS SESSIONS

Are you tired of constantly battling distractions and struggling to get work done?

It's time to take back your focus and productivity!

Join us for a monthly focus session to provide you with the necessary environment and support to help you get your work done efficiently and effectively.

Bring your work, projects, reports, programs, etc. to our UL FOCUS ZOOM ROOM!

UL Professional Development will have some resources and lots of support to help you advance your priorities!

FRIDAY, JANUARY 26 FROM 11AM - 12PM
FRIDAY, FEBRUARY 23 FROM 11AM - 12PM
FRIDAY, MARCH 29 FROM 11AM - 12PM
FRIDAY, APRIL 26 FROM 11AM - 12PM

REGISTER FOR EACH SESSION AT:
[BIT.LY/ULFOCUSSPRING2024](https://bit.ly/ulfocusspring2024)

SCAN HERE



Focus Sessions:

Virtual, co-working sessions hosted monthly by the UL Professional Development. Space is open to all members of UL to work on any task, project, or planning they choose. Resources are provided to support the organization and thought process of participants.

In the space, participants share their goals for the hour at the start and then share their progress at the end of the session.

Unit Polarities Workshops:

Led by Amy Snyder, UL Professional Development works to provide consultation and tailored training on leveraging Polarities to requesting units or working teams.

The training takes place over 2 sessions; engaging participants in a solution oriented approach to navigating the identified tensions on the team. All members present have a vested voice in the progress made during the training.

Follow up sessions are available upon request to revisit the concepts discussed.



Unit & Small Team

POLARITIES WORKSHOPS A 2-PART SERIES

Providing consultation and training over 2 sessions; tailored to your team to explore and leverage the tensions existing on your team to increase communication, collaboration, and success. Through guided conversation and hands on activities, all participants contribute to uncovering the challenges and illuminating the solutions for the team.

Interested?

Contact our team at to schedule a consultation meeting at ulprodev@gmu.edu.

Let UL Pro Dev support your team in bringing solutions to light



ONLINE RESOURCES

SUPERVISION RESOURCE REPOSITORY

The Supervision Media Library is a collection of resources available on the UL Professional Development website, <https://ulprofdev.gmu.edu/>.

It features various topics related to supervision, such as Appreciative Supervision, Collaboration and Leadership Styles, Decision Making, and Having Difficult Conversations.

These resources have been compiled from previous workshops and are intended to support the development of effective supervision skills.



UL PROFESSIONAL DEVELOPMENT MONTHLY NEWSLETTER

Click to view our [monthly newsletter](#)



RESOURCES

- Chun, Edna Breinig, and Alvin Evans. (2021) Leveraging Multigenerational Workforce Strategies in Higher Education. Routledge. 2021. Web.
- Elmore, Tim. (2023). A New Kind of Diversity: Making the Different Generations on your Team a Competitive Advantage, Maxwell Publishing.
- Hastwell, Claire. (2023, January 18). Engaging and Managing a Multigenerational Workforce. A Great Place to Work. Retrieved August 21, 2023.
- Louis, Melissa., Mathews, Tom., McCann, Renetta., North, Michael., Perez Nereida., Poerksen, Michael., Sartain, Libby., Siegel, Jonathan., Staudinger, Ursula., Willyerd, Karie. (2017). Harnessing the Power of a Multigenerational Workforce. SHRM 2017 Thought Leaders Solutions Forum.
- Uzialko, Adam. (2023, February 21). Bridge the Gap: Communicating With a Multigenerational Workforce. Business News Daily. Retrieved August 21, 2023.
- Waldman, E (2021, August 31). How to manage a multi-generational team. Ascend, Harvard Business Review. Retrieved August 21, 2023
- Watson, Lemuel, W. (2023, March 7). How to make the Most of Intergenerational Diversity. HigherEd Jobs. Retrieved August 21, 2024.

Also check out the **Harvard Business Review**,
Center for Creative Leadership, **Hypercontext, Inc.**,
and **LinkedIn**.

So much out there in different industries from which to learn!

CONTACT INFORMATION



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University Life

**THANK
YOU**



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