FROM TYPEWRITERS TO iPADS

How Generational Diversity Is Transforming the Workplace
PROVOKE
The world that we grew up in is not the world that we are growing into.
Technology is democratizing the power to change the world.

-Peter Diamandis
ADAPTABILITY

RESILIENCY

SIMPLIFICATION

JUDGMENT
Exponentialism:
change is here to stay...and get faster.
#Crowdfunding

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**Goal:** $15,000

**Project launched:**

August 30, 2016

Successfully raised $6,465,690 with 154,926 backers

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**Project launched:**

October 19, 2016

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Kickstarter is changing how millions of people around the world connect with technology.
VISION

is the ultimate

CONSTRAINT
How long do Americans work for the same employer?

- **5.1** years for age 25+ years
- **10** years for age 55+ years
- **2.8** years for age 25-34 years
- **1.3** years for age 20-34 years

#ChangesInTheWorkforce

<table>
<thead>
<tr>
<th>Generation</th>
<th>Period</th>
<th>2017</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditionalist</td>
<td>1925-1945</td>
<td>&lt;2%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Boomer</td>
<td>1946-1964</td>
<td>27%</td>
<td>19%</td>
</tr>
<tr>
<td>Gen-X</td>
<td>1965-1981</td>
<td>27%</td>
<td>26%</td>
</tr>
<tr>
<td>Millennial</td>
<td>1982-1994</td>
<td>35%</td>
<td>39%</td>
</tr>
<tr>
<td>Edge</td>
<td>1995-2010</td>
<td>9%</td>
<td>16%</td>
</tr>
</tbody>
</table>
The Rise of the Super Temp

69% of Baby Boomers want to keep working

94% of Baby Boomers want a special arrangement after they retire
UNDERSTAND
#TheTeenageGameChanger

https://uproxx.com/technology/easton-lachappelle-luminary/
**Millennials**

- Extended Adolescence
- Idealistic
- Achievement Obsessed
- Future Focused
- Conformists
- Entitled
- Technology Aspirants
- Collaborative

**Gen Edge**

- Accelerated Adulthood
- Realistic
- Achievement Redefined
- Now Focused
- Reformist
- Hard Working
- Technology Users
- Individual
96% of Gen Z owns a smartphone.

22% Increase from a decade ago.

35.5% Admit spending 6-10 hours per day on their mobile devices.
IN ACTION...

https://www.youtube.com/watch?v=b3QglZi46Vk
More likely to have a side hustle if they work in:
- Hospitality
- Retail
- Transportation
- Health Care
- Sales
- IT
- Financial Services
- Manufacturing

Age Range:
- 39% -- 18-24
- 44% -- 25-34
- 29% -- 35-44
- 22% -- 35-54
- 19% -- 55+

29% of workers have a side hustle.

68% make $50k or below in their "real job".
#ShiftsInBuying

of Millennials that don’t own a home want to

88% of Millennials that don’t own a home want to

53% of Millennials own a home
What else are Millennials **not** buying?

- Life Insurance
- Cereal
- Stocks
- Diamonds
- Laundry Detergent
- Golf Clubs
Figure 2. Employers are “out of step” with millennials’ priorities

Percent of millennials who say...

<table>
<thead>
<tr>
<th>Statement</th>
<th>What businesses should try to achieve</th>
<th>My organization’s priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generate jobs/provide employment</td>
<td>43%</td>
<td>25%</td>
</tr>
<tr>
<td>Improve society e.g., educate, inform, promote health and well-being</td>
<td>39%</td>
<td>25%</td>
</tr>
<tr>
<td>Innovate: develop new products and services, generate new ideas, etc.</td>
<td>36%</td>
<td>32%</td>
</tr>
<tr>
<td>Enhance livelihoods (of its employees)</td>
<td>35%</td>
<td>19%</td>
</tr>
<tr>
<td>Improve/protect the environment</td>
<td>33%</td>
<td>14%</td>
</tr>
<tr>
<td>Improve skills of its employees</td>
<td>29%</td>
<td>26%</td>
</tr>
<tr>
<td>Generate profit</td>
<td>51%</td>
<td>24%</td>
</tr>
<tr>
<td>Drive efficiency, find quicker and better ways of doing things</td>
<td>33%</td>
<td>21%</td>
</tr>
<tr>
<td>Produce and sell goods and services</td>
<td>34%</td>
<td>15%</td>
</tr>
</tbody>
</table>

Q11a: Which of the following words and phrases match your own belief as to what business should try to achieve? Select up to three.
Base: All millennials 10,455

2018 Deloitte Millennial Survey
LEAD
New Ways to Lead

Traditional
(Command & Control)

Directive-based

Establish & Empower

Outcome-based
Establish & Empower

- Leader’s Intent
- Delegation

Parameters

ACCOUNTABILITY
RESPONSIBILITY
AUTHORITY
<table>
<thead>
<tr>
<th></th>
<th>Baby Boomers</th>
<th>Gen X</th>
<th>Millennials</th>
</tr>
</thead>
<tbody>
<tr>
<td>View on Authority</td>
<td>Questions authority</td>
<td>Unimpressed with authority</td>
<td>Expect respect from authority</td>
</tr>
<tr>
<td>Interactive Style</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feedback</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Key Message</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
SUCCESS to me looks like ________.
Success to me is...

For 90 days after we deploy the software, my phone rings with only compliments.
Action Does Not Equal Progress

Goal
Take an business acumen class by June 30, 2018.

Outcome
Success is that by June 30, 2018, you can run the weekend shift without my involvement, unless there is a critical personnel or customer relationship issue.
ACT
#People

Tailored Development

Digital Organization

Dynamic Teaming
Judgment Is Where It’s At!

- Teaching over Telling
- Share outcomes
- Include in decisions
- Learning requires risk
- Feedback…Engage…Feedback

Make Work Meaningful

- Personal development
- Create community
- Social action

Generational Salads Are Healthy!

- Collaborative, multi-gen teams
- Experience, speed, energy
- Succession planning, knowledge transfer
Let's Connect!

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