Building a Culture of Diversity, Equity & Inclusion through…
UNDERSTANDING GENERATIONAL BIAS

DID YOU KNOW?

As of 2024, up to six generations are represented in the workplace.
https://hbr.org/2024/04/leading-the-6-generation-workforce

CONTEXT:

Since each generation can have unique characteristics, based on the events they experienced in their respective life cycles, things may not always be smooth sailing when age differences come into play. As an employer, manager, team leader, or employee, it can be particularly challenging to understand and manage the expectations of multigenerational employees, each having different priorities. However, understanding the differing expectations and communication styles of different generations is the first step to solving potential challenges; but be sure to understand individual differences versus assumed generational differences: managing generational-differences.

Sources of generational conflict:
- Lack of mutual understanding
- Different working styles
- Communication gaps
- Incorrect assumptions of generational versus individual differences

Strategies for generational collaboration:
- **Perspectives:** Employees from different generations or life cycle events can offer unique perspectives and bring different strengths to the table.
- **Problem-solving:** Having a multigenerational workforce can be very beneficial when it comes to identifying potential solutions and new ways of addressing day-to-day issues.
- **Understanding different audiences:** By employing people from each of these generations, you can better understand the different target audiences that you're trying to reach.
- **Learning opportunities:** Across generations, employees can teach each other new ways of approaching things and more efficient ways of doing business. For example, a more technologically adept employee might know a faster way to approach a manual process.
- **Mentoring:** Many organizations opt to start a mentoring program to allow employees the opportunity to educate one another – across generations. This not only helps employees gain new skills and information but also improves how they work alongside each other.
- **Embracing differences:** Not making any assumptions about someone's learning style based on a perceived generation and simply recognizing the differences and learning from one another can strengthen outcomes.

CONVERSATION ENGAGEMENTS:

1. Have you observed or unknowingly applied assumptions about someone's style based on your perception of their generation?
2. How might you incorporate generational collaboration to enhance the workplace?
3. Share best practices to effectively promote diversity and inclusivity in a multigenerational workplace.

ADDITIONAL RESOURCES:

- https://hr-on.com/breaking-generational-stereotypes-building-an-inclusive-workplace/
- https://www.shrm.org/resourcesandtools/hr-topics/behavioral-competencies/global-and-cultural-effectiveness/pages/7-best-practices-to-confront-age-bias-build-generational-diversity--.aspx

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