

From Dinosaurs to Digitals

HR Strategies for Managing Across Generations

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8 October 2015

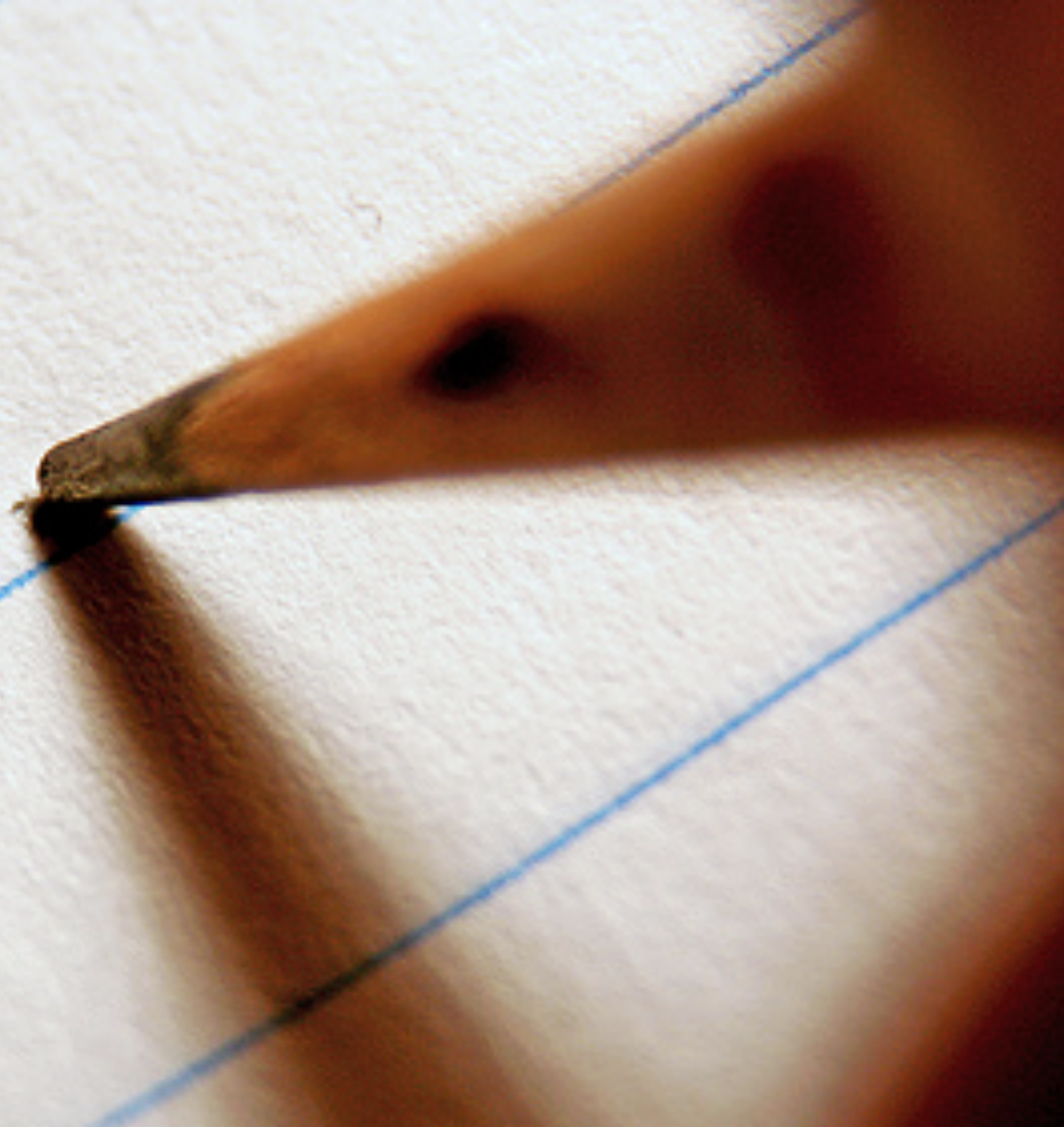


Agenda

- ✓ **Why?:** Inter-generational challenges
- ✓ **What?:** Generations defined and characteristics
- ✓ **How?:** 5 Strategies to help manage across the generations
- ✓ **Q&A:** Questions and Answers



over



Does this look familiar?



WHAT?

Generations Defined

Veterans – 70+

Baby Boomers – 50-69

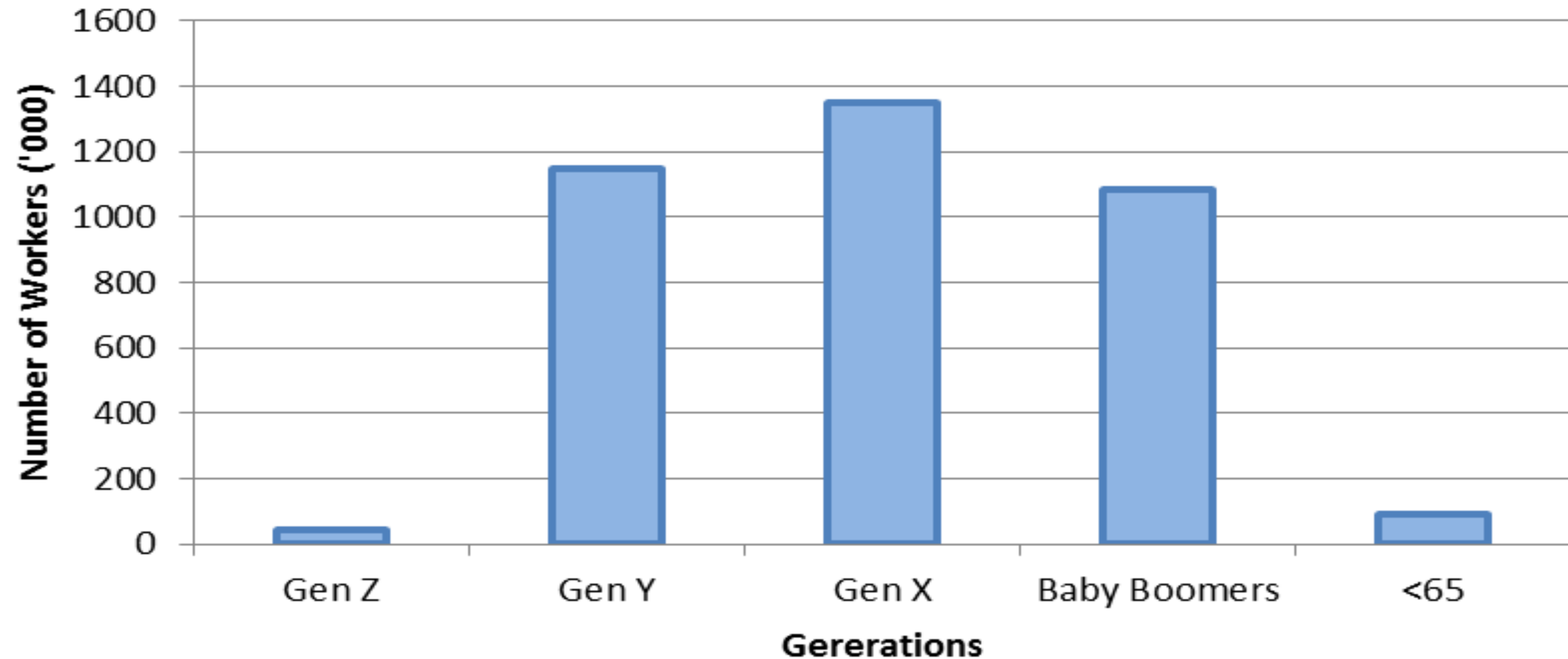
Generation X – 35-49

Generation Y – 20-34

Gen Zers – <20



Labour Force in Hong Kong by Generation



Hong Kong Census and Statistics Department, (2015). Quarterly Report on General Household Survey April to June 2015. Hong Kong, p.16.

Veterans 70+

- Job security is critical 'cradle to grave'
- Loyalty sits with the organisation

Baby Boomers 50+

- Loyal to their organisation and jobs
- Success includes money, status
- Work hard earn promotion

Generation X 35+

- Sceptical by nature about authority
- Want fulfilling and challenging work
- Raised by workaholic parents!

Generation Y 20+

- Not defined by a job
- Talk about "one life"
- Crave a sense of belonging
- Want to know the purpose.....
- Raised by tiger mums!

HOW
TO...



#1 Facilitate Purpose
– Know your organisation's why

***ACTIVITY: What is your
organisation's purpose?***

Nike



To bring inspiration and innovation to every athlete in the world (and if you have a body you are an athlete)

Starbucks



“To inspire and nurture the human spirit – one person,
one cup and one neighbourhood at a time”

#2 Master Storytelling

– What's your story?

People will remember
your story before they
remember your sales
pitch

#3 Set up Mentoring & Reverse Mentoring – Sharing wisdom

#4 Coach your People

– Ask vs Tell

What is coaching?

IECL definition of coaching

Coaching is a structured conversation with a measurable outcome.

It is a collaborative conversation that assists the coaching counterpart to identify and remove any interference that limits the expression of their potential

#5 Encourage Regular Feedback – The breakfast of champions

Cooking, chickens and bee hives The power of connections

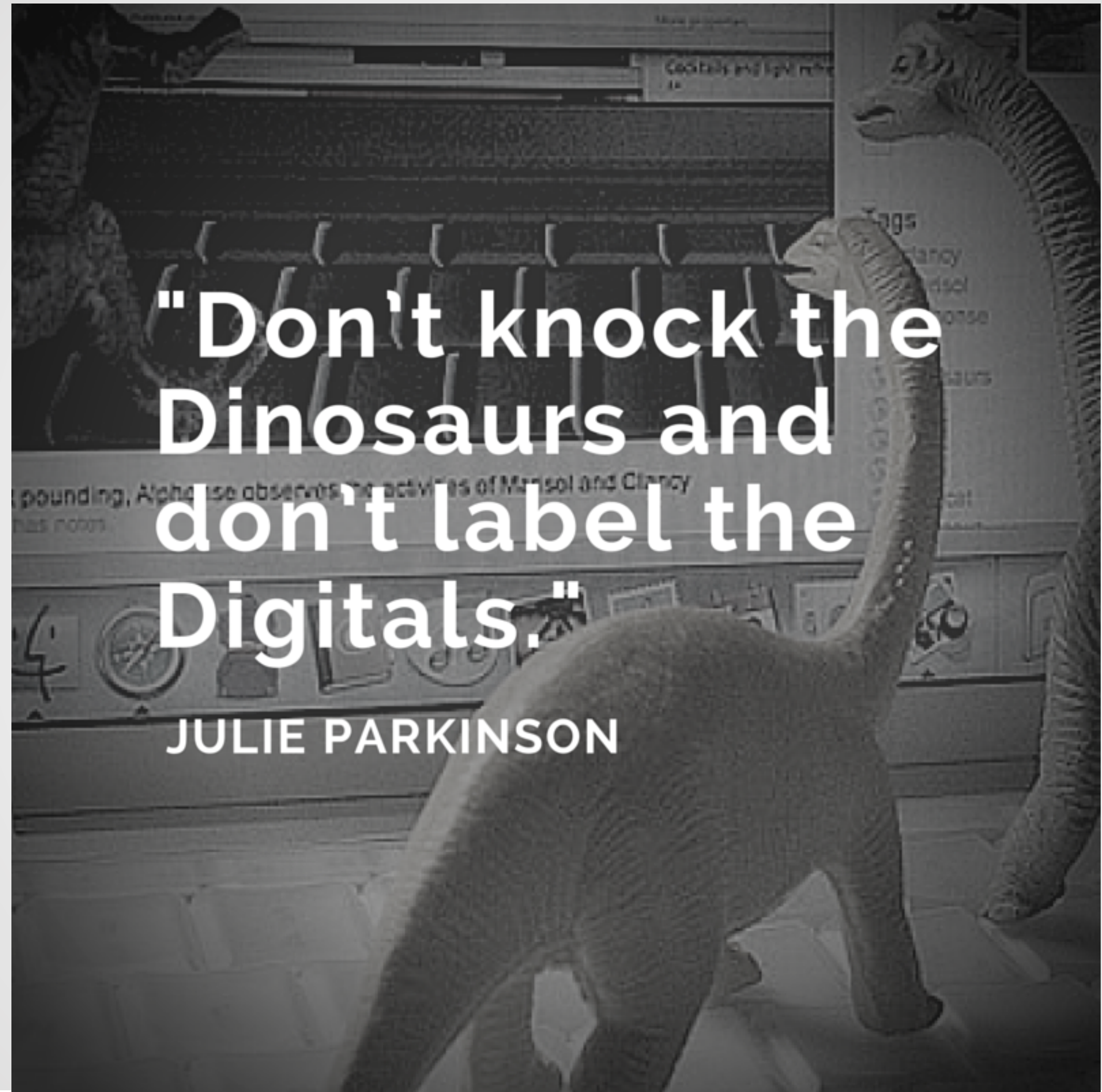
To Build common ground.....

- ✓ Facilitate Purpose
- ✓ Master Storytelling
- ✓ Set up Mentoring and reverse mentoring
- ✓ Coach your People
- ✓ Encourage Regular Feedback
- ✓ Build Hubs for human connection

**What will I do in the next 7 days with what
I've learnt today?**

—

share with the person next to you



**"Don't knock the
Dinosaurs and
don't label the
Digitals."**

JULIE PARKINSON

Q&A



Thank You

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