Communication and the Office

RARE Training 2017
Intergenerational Communication

- Babyboomers
- Generation Xers
- Millennials
What is it?

- Focusing on your relationship with your boss/supervisor/co-worker to obtain the best results for you, your boss and your organization

- Being intentional about how your work style matches that of your supervisor and co-workers and making adjustments
Why...

Goal is to develop a pattern of interaction that delivers the best possible results for the organization and each of you
Why do it?

- Not for political maneuvering or manipulation - but because you share a critical interdependence

- Strong relationship serves all of you – all have needs to be met
How....

- Look at yourself first
  - acceptance that you are responsible for your own career, growth
  - believe that you have power to change things
  - be able to assess yourself
  - accept others’ personal characteristics
  - be able to communicate effectively and assertively
How....

- Understand your and others’ goals and priorities
  - anticipate and appreciate the pressures they face
  - value others’ time
Understand your others’ work style and systems
- formal or informal
- prefer time to prepare or free brainstorm
- hands-on or prefer you to be autonomous
- pay attention to differences in your style and theirs
How....

Steps

- discuss goals and expectations
- get regular clarification
- pay attention to clues in behavior
- make adjustments when appropriate
- goal is not to impress or be insincere
- takes time, is never finished
How does she accept information?
How does he make decisions?
How does she manage relationships?
How does he relate to peers?
Do you
○ relate in a way that is comfortable for them?
○ recognize pet peeves and try to mitigate them?
○ know what they respect and admire?
Reminders

- Pick your battles
- Remain open, transparent, sincere
Activity: Intentionality and Assessment

Share:
- What did you learn from your interview with your supervisor?