



Building a More Effective Team

Presented by:
Jeannette Rudy Fitzwater, RCC

Agenda

Leading and Managing in a Workplace

Composed of:

- Multiple Generations
- Varied Behavioral Styles

Agenda

Effective Recognition Strategies:

- “Go to” format
- Low budget, high value approaches

The Golden Question!

Why can't that associate be just like the rest of
us?





Stereotypes

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***A stereotype** is an oversimplified, false or generalized portrayal of a group of people.*

Who are they?

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- Traditionalists/Veterans (1922-1945)
 - Ages: 71-94 years
 - Goal:
 - Build a Legacy

Stereotypes??



Who are they?

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- Baby Boomers (1946-1964)
 - Ages: 52-70 years
 - Goal:
 - Put their stamp on things

Stereotypes??



Who are they?

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- Gen Xers (1965-1980)
 - Ages: 36-51 years
 - Goal:
 - Maintain independence

Stereotypes??



Who are they?

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- Gen Ys (1981-2000)
 - Ages: 16-35 years
 - Goal:
 - Find work and create a life that has meaning

Stereotypes??



Emotional Ties

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- Emotionally tied to our generation
- Our first 15-16 years of age shape how we view situations

What are they like at work?

- **Let's answer these questions—**

Where is their loyalty?

How do they view authority?

How do they prefer to work?

Where is their loyalty?

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Traditionalist	Baby Boomer	Gen X	Gen Y
Organization	Team(Dept.)	Manager	Colleagues
Long-term commitment and tenure	Add value by going the extra mile	Exceed expectations and deliver results	Ensure equitable treatment
Career =Opportunity	Career =Self-Worth	Career =One Part of Me	Career =Opportunity to Add Value and to Contribute

How do they view authority?

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Traditionalist	Baby Boomer	Gen X	Gen Y
Respect authority and hierarchy	Challenge authority	Unimpressed by authority	Respect for authority who demonstrate competence
Respect seniority and job titles	Desire flat organizations that are democratic	Competence and skills are respected	Generation holds the competency
“Tell me what I should do for you.”	“Let me show you what I can do for you.”	“Tell me what you can do for me.”	“Show me what you can do for me right now.”

How do they prefer to work?

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Traditionalist	Baby Boomer	Gen X	Gen Y
Linear approach	Structured approach	Flexible approach	Fluid approach
Follow the rules	Challenge the rules	Change the rules	Create the rules
Change =Something is broken	Change =Caution	Change =Opportunity	Change =Improvement

How do we manage them?

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It's all about Employee Engagement!

Focus on these key areas:

Communication

Collaboration

Coaching



Communication

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Traditionalist	Baby Boomer	Gen X	Gen Y
Top down	Open communication	Two way dialogue	Partnering and responsive
As needed basis (Quarterly; Annually)	Periodic (every few weeks)	Frequent (weekly)	Very frequent (daily)
How it helps the organization	Gaining commitment	Focus on results	Solicit their input and act on it

Collaboration

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Traditionalist	Baby Boomer	Gen X	Gen Y
Want their experience to be valued	Seeks opportunity for all to be heard	Collaboration of work schedule and workload	Use technology to collaborate
Partner with younger colleagues	Group discussions and decision making	Individual actions that contribute to team results	Opportunities to offer input, feedback and opinions
<u>Struggle:</u> Team environment when decisions aren't centralized	<u>Struggle:</u> Replacing face-to-face with technology	<u>Struggle:</u> Teams requiring consensus	<u>Struggle:</u> Teams insisting on face-to-face or other strict communication protocols

Coaching

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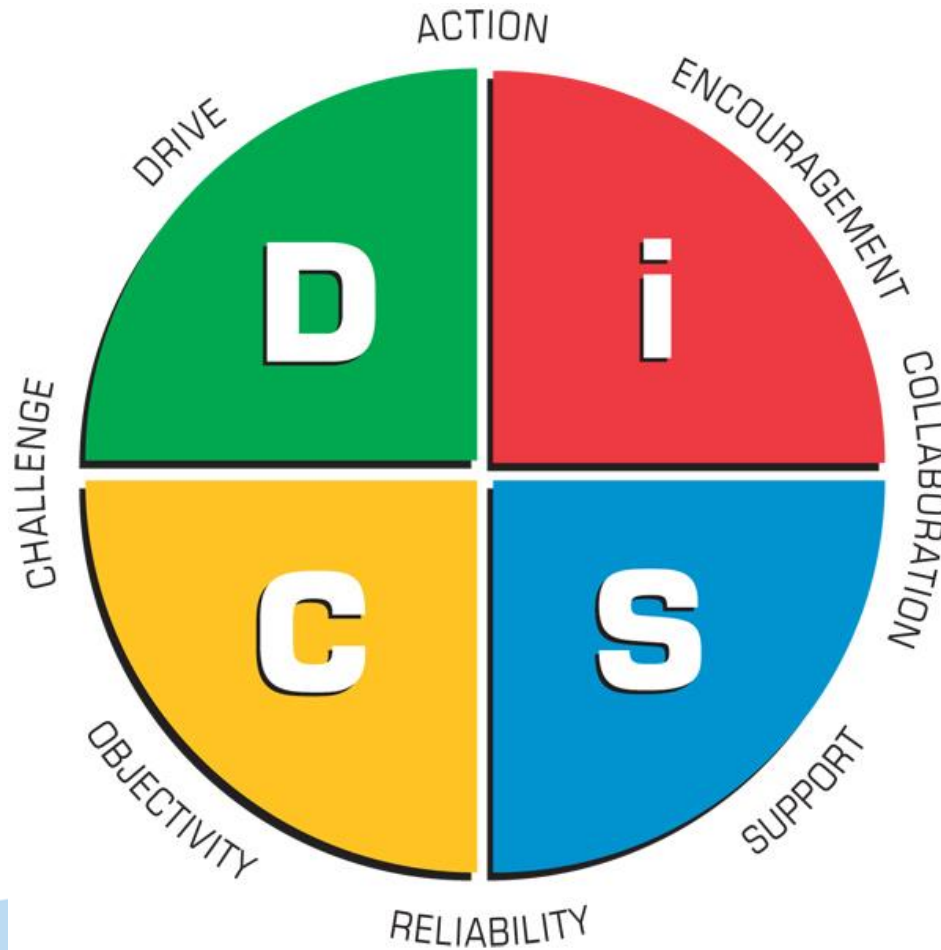
Traditionalist	Baby Boomer	Gen X	Gen Y
<p>Often skeptical— Need reassured that coaching is ongoing, not counting wins and losses</p> <p>Need assistance in self-identifying skills that require coaching</p>	<p>Often uncomfortable giving and receiving coaching</p> <p>Partnering approach, with self-reflection helps engagement</p>	<p>Eager to receive coaching—opportunity to develop new skills and to become more marketable</p> <p>Want timeliness and specifics—direct feedback</p>	<p>Require more frequency of coaching—focused on objectives</p> <p>Eager to learn how they can contribute to the team's success</p>

Behavioral Styles

Meet four distinct behavioral styles in your workplace.

See if you recognize any of your team members!

DiSC as a Management Tool



Directing & Delegating

How would you delegate to a D vs. a S?

Motivation

How would you motivate an i vs a C?

Recognition Strategy



SAIL Method

S--Situation

A--Action

I—Impact

L--Link

Simple Rewards

Candy Bar themes

Bottles of water

Hand-written notes

Other ideas?

Cross out 6 letters

- SAICXCLEEPTTTEARNNSCE

SAICXCLEEPTTTEARNNSCE

- S I X L E T T E R S
- ACCEPTANCE

Ask Yourself...

In order to build a more effective team--

What will you do differently to meet the varied needs of your team members?

Thank You!



For additional information, please contact:

Jeannette Rudy Fitzwater
JR Fitzwater & Associates
jeannette@jrfitzwater.com