Building a More Effective Team

Presented by:
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Agenda

Leading and Managing in a Workplace

Composed of:

- Multiple Generations
- Varied Behavioral Styles
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?
A stereotype is an oversimplified, false or generalized portrayal of a group of people.
Who are they?

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

Stereotypes??
Who are they?

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

Stereotypes??
Who are they?

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

Stereotypes??
Who are they?

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

Stereotypes??
Emotional Ties

• 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?

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


## How do they view authority?

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<tbody>
<tr>
<td>Respect authority and hierarchy</td>
<td>Challenge authority</td>
<td>Unimpressed by authority</td>
<td>Respect for authority who demonstrate competence</td>
</tr>
<tr>
<td>Respect seniority and job titles</td>
<td>Desire flat organizations that are democratic</td>
<td>Competence and skills are respected</td>
<td>Generation holds the competency</td>
</tr>
<tr>
<td>“Tell me what I should do for you.”</td>
<td>“Let me show you what I can do for you.”</td>
<td>“Tell me what you can do for me.”</td>
<td>“Show me what you can do for me right now.”</td>
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</table>
How do they prefer to work?

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<tr>
<td>Linear approach</td>
<td>Structured approach</td>
<td>Flexible approach</td>
<td>Fluid approach</td>
</tr>
<tr>
<td>Follow the rules</td>
<td>Challenge the rules</td>
<td>Change the rules</td>
<td>Create the rules</td>
</tr>
<tr>
<td>Change =Something is broken</td>
<td>Change =Caution</td>
<td>Change =Opportunity</td>
<td>Change =Improvement</td>
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</table>
How do we manage them?

It’s all about Employee Engagement!

Focus on these key areas:

Communication
Collaboration
Coaching
## Communication

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<tr>
<td>Top down</td>
<td>Open communication</td>
<td>Two way dialogue</td>
<td>Partnering and responsive</td>
</tr>
<tr>
<td>As needed basis (Quarterly; Annually)</td>
<td>Periodic (every few weeks)</td>
<td>Frequent (weekly)</td>
<td>Very frequent (daily)</td>
</tr>
<tr>
<td>How it helps the organization</td>
<td>Gaining commitment</td>
<td>Focus on results</td>
<td>Solicit their input and act on it</td>
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<tr>
<td>Want their experience to be valued</td>
<td>Seeks opportunity for all to be heard</td>
<td>Collaboration of work schedule and workload</td>
<td>Use technology to collaborate</td>
</tr>
<tr>
<td>Partner with younger colleagues</td>
<td>Group discussions and decision making</td>
<td>Individual actions that contribute to team results</td>
<td>Opportunities to offer input, feedback and opinions</td>
</tr>
<tr>
<td><strong>Struggle:</strong> Team environment when decisions aren’t centralized</td>
<td><strong>Struggle:</strong> Replacing face-to-face with technology</td>
<td><strong>Struggle:</strong> Teams requiring consensus</td>
<td><strong>Struggle:</strong> Teams insisting on face-to-face or other strict communication protocols</td>
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## Coaching

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

•SAICXCLEEPTTTTEARNSCE
SAICXCELLEEPTTTEARNSCES

- SIX LETTERS
- 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:

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