

# Harmonizing Diversity: Navigating Workplace Differences for Success



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# Gen Xers 1961-1981

*Skeptical about authority?*

*Tend to see the glass half empty?*

*Go at it [everything] alone?*



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# Baby Boomers 1946-1964

*Are you a rule follower?*

*Never heard of TikTok?*

*Are you loyal and self-sacrificing?*

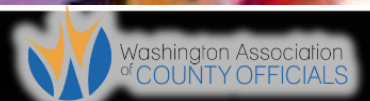


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# Millennials 1980-2001

*Entitled?*

*Lazy?*

*Love technology?*



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# Where False Stereotypes Come From?

## ‘OK Boomer’ Marks the End of Friendly Generational Relations

Now it's war: Gen Z has finally snapped over climate change and financial inequality.

## **The Laziest Generation: Who Wastes More Time at Work – Millennials, Gen X, or Baby Boomers?**



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# Strategy 1: Transcend Stereotypes



# The Catch-22 of Cooperation of Experience

- Experience determines future success
- But the world is constantly changing
- You don't know what you don't know



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# The Catch-22 of Cooperation

- Experience determines future success
- But the world is constantly changing
- You don't know what you don't know
- But you need experience to know



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# Quiz

*The census bureau does the mainstream generational research?*

**False!**



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# Quiz

*Technology only impacts us on a sociological level?*

**False!**



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# Quiz

*Millennials are not able to buy houses because they spend too much on avocado toast?*

**True, Washington Post**



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**Nick Confessore** ✓

@nickconfessore



If I forego my daily avocado toast and save \$50 a week at 5% interest, I can save \$33,644 in just a decade!

♡ 92 1:56 PM - May 15, 2017



💬 32 people are talking about this



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1

Alignment

# Relationship

## Person A Expectations

- Head nod for greeting
- Command and control management style
- Shows up 5 minutes early to everything
- Dresses in formal attire everyday

## Person B Expectations

- Hugs for greeting
- Democratic decision-making process
- Shows up 5 minutes late to everything
- Dresses in informal attire everyday



# Adam's Equity Theory



Balancing Fairness



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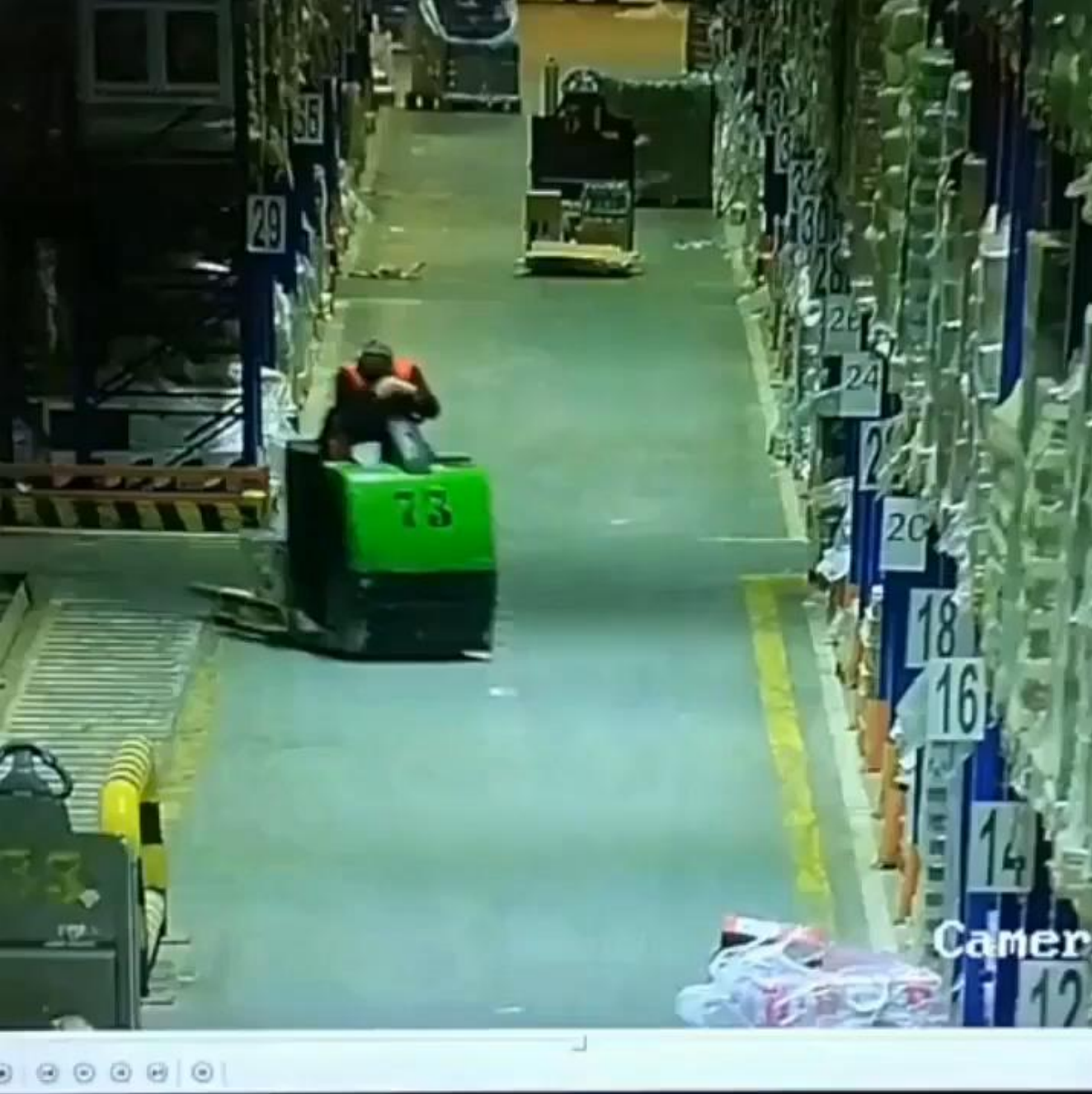
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# ADAM'S EQUITY THEORY

## Consequences

- Decrease Output
- Push for More Authority
- Go into survival (9-5) mode
- Become Resistant









# Workplace Differences Alignment Hotspots

- Work/Life Balance
- Work Ethic
- Salary Payment
- Communication Styles



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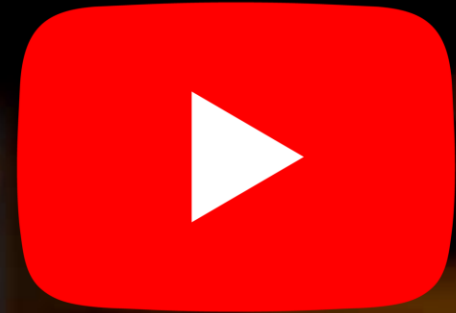
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# Handling Difficult Workplace Situations

Entitled employees

Coworkers Who Think They Know Everything

Gossip Queens/Kings



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## Ford's Theatre



71 reviews



[Rating Details](#)

Categories: [Performing Arts](#), [Landmarks & Historical Buildings](#), [Museums](#) [\[Edit\]](#)

511 10th St NW

(between N E St & N F St)

Washington, DC 20004



0

2



8/10/2011

Was murdered here. Would not recommend.

Abe L.

Washington, DC

# Handling Different Work Level Qualities



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# Changing Culture Through Expectations

*Expectations -> Values -> Culture*



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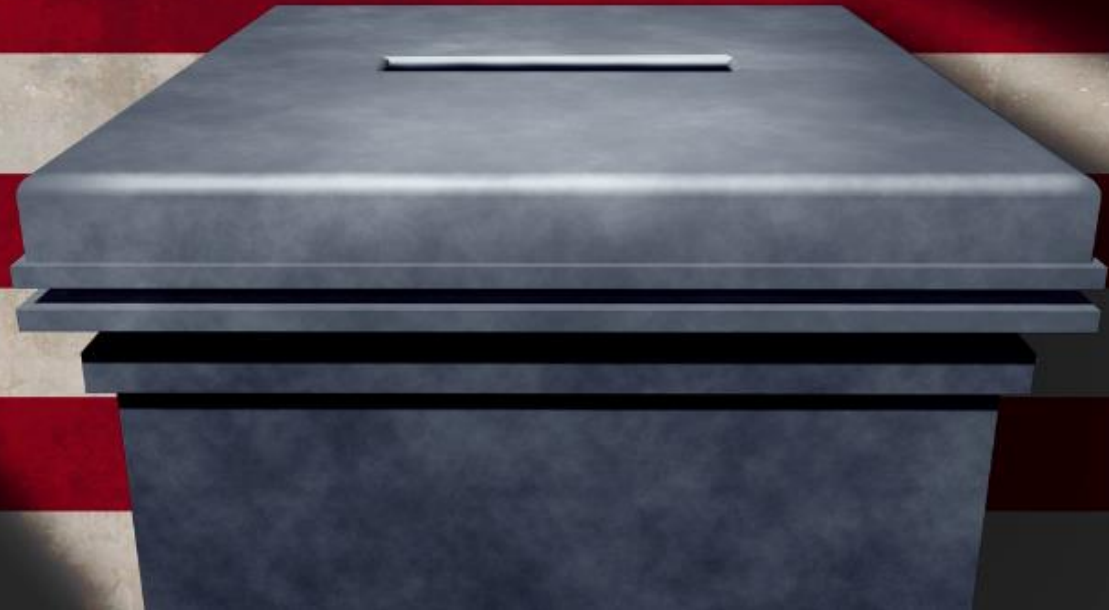
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# Voter Expectations

*Create What Type of Culture?*



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# Quiz

*Checklists are used to improve work ethic differences?*

**False!, work quality**



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# Quiz

*Expectations -> Culture -> Values*

**False, Expectations -> Values -> Cultures**



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# Quiz

*Monkeys like cucumbers more than grapes?*

**False**



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# Ask Yourself!

- What expectations should not change?
- What are the expectations of others?
- What expectations are malleable?



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Alignment

2

Build

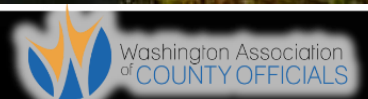


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# Overcoming Individual Differences

An overhead view of a group of people in a meeting. They are sitting around a large wooden table, working on papers, using laptops, and drinking coffee. The scene is brightly lit and shows a collaborative work environment.

50% of Americans have left a job to *"get away from their manager at some point in their career."* – Gallup



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**Not a super  
villain!**

**Geert Hofstede, Engineer of Cross-Cultural Psychology**



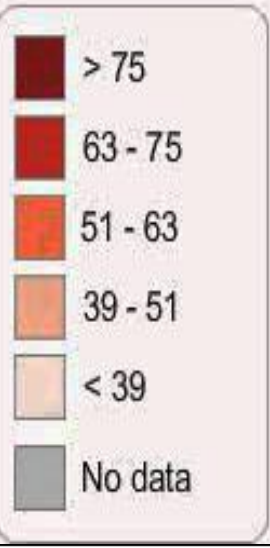
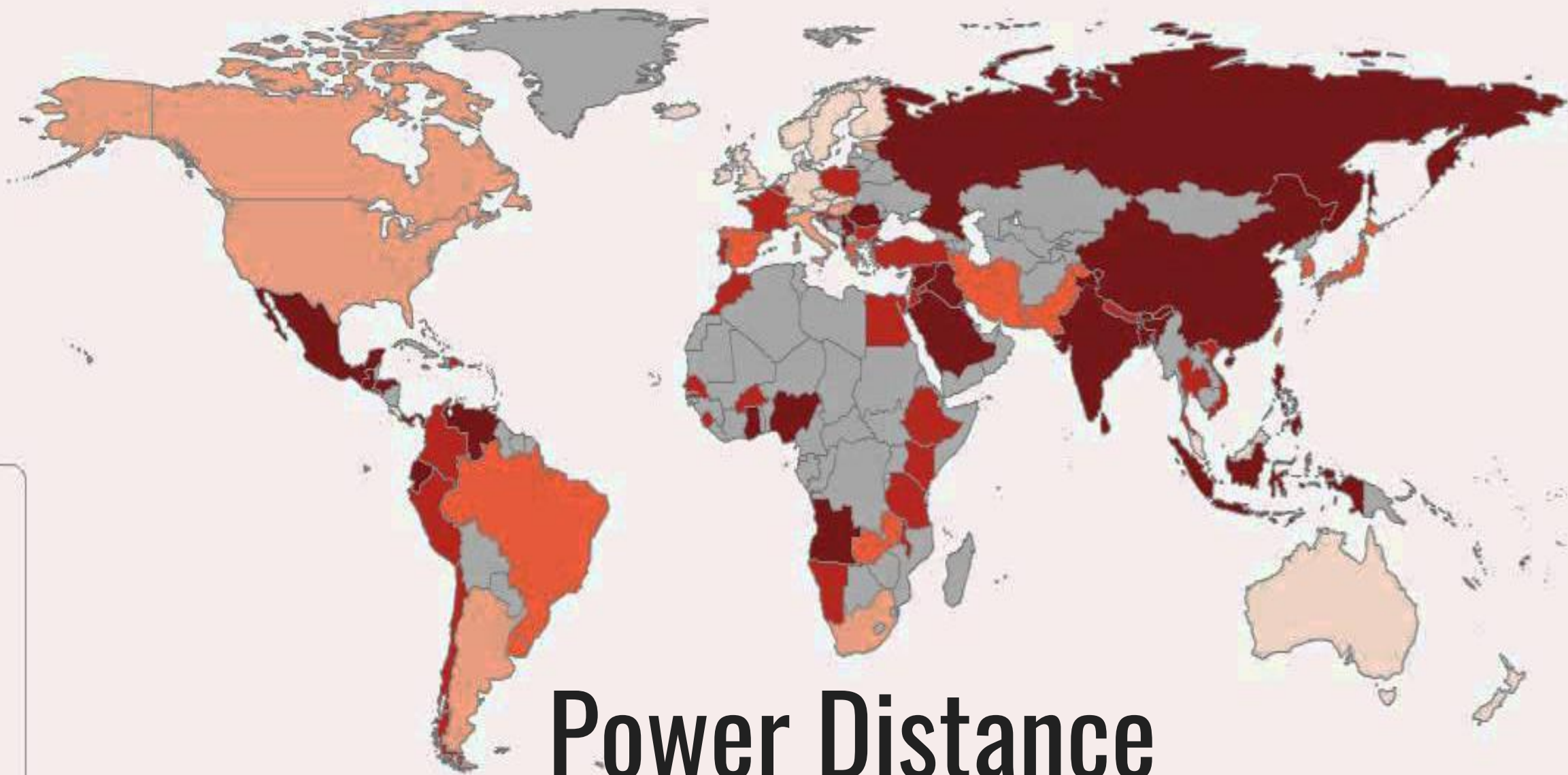
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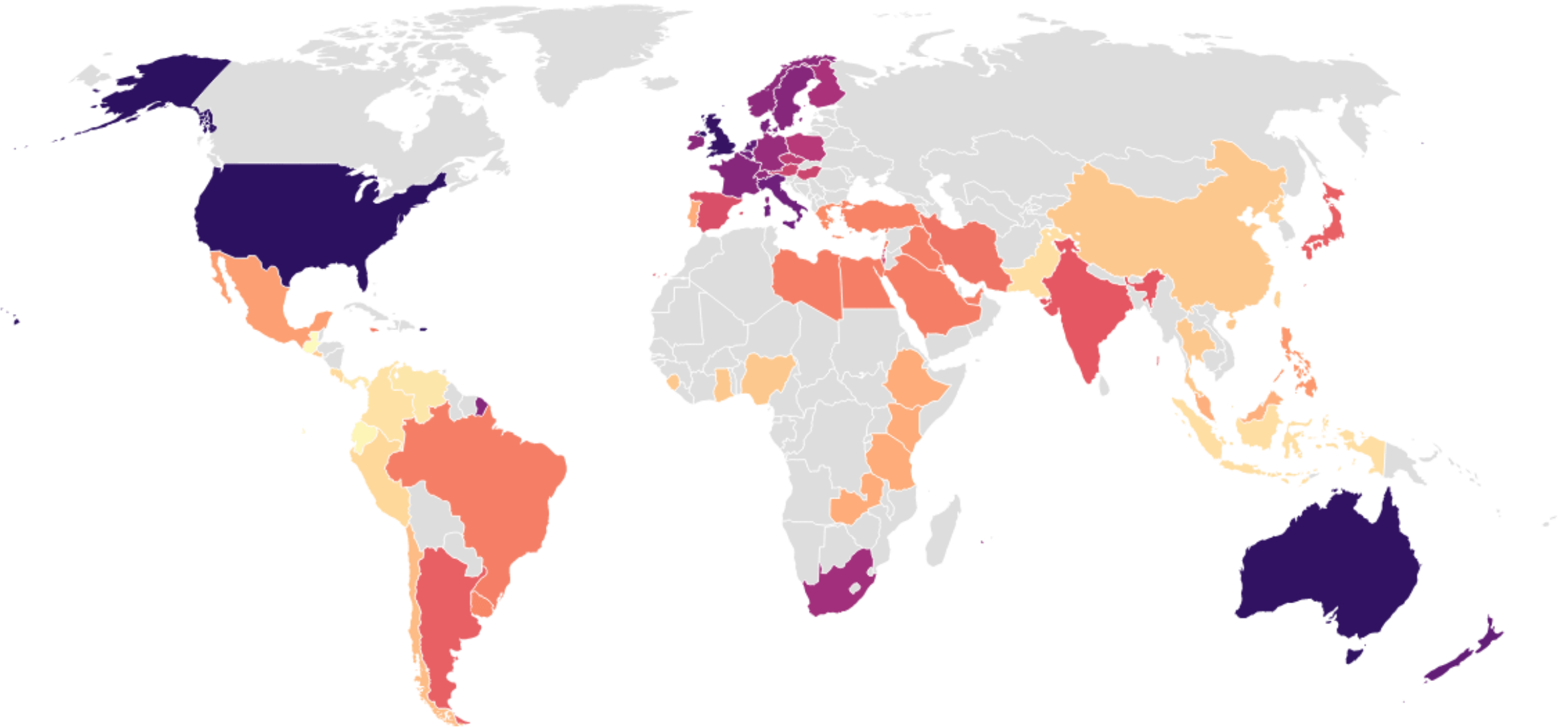


# Power Distance

IDV



# Collectivism v. Individualism



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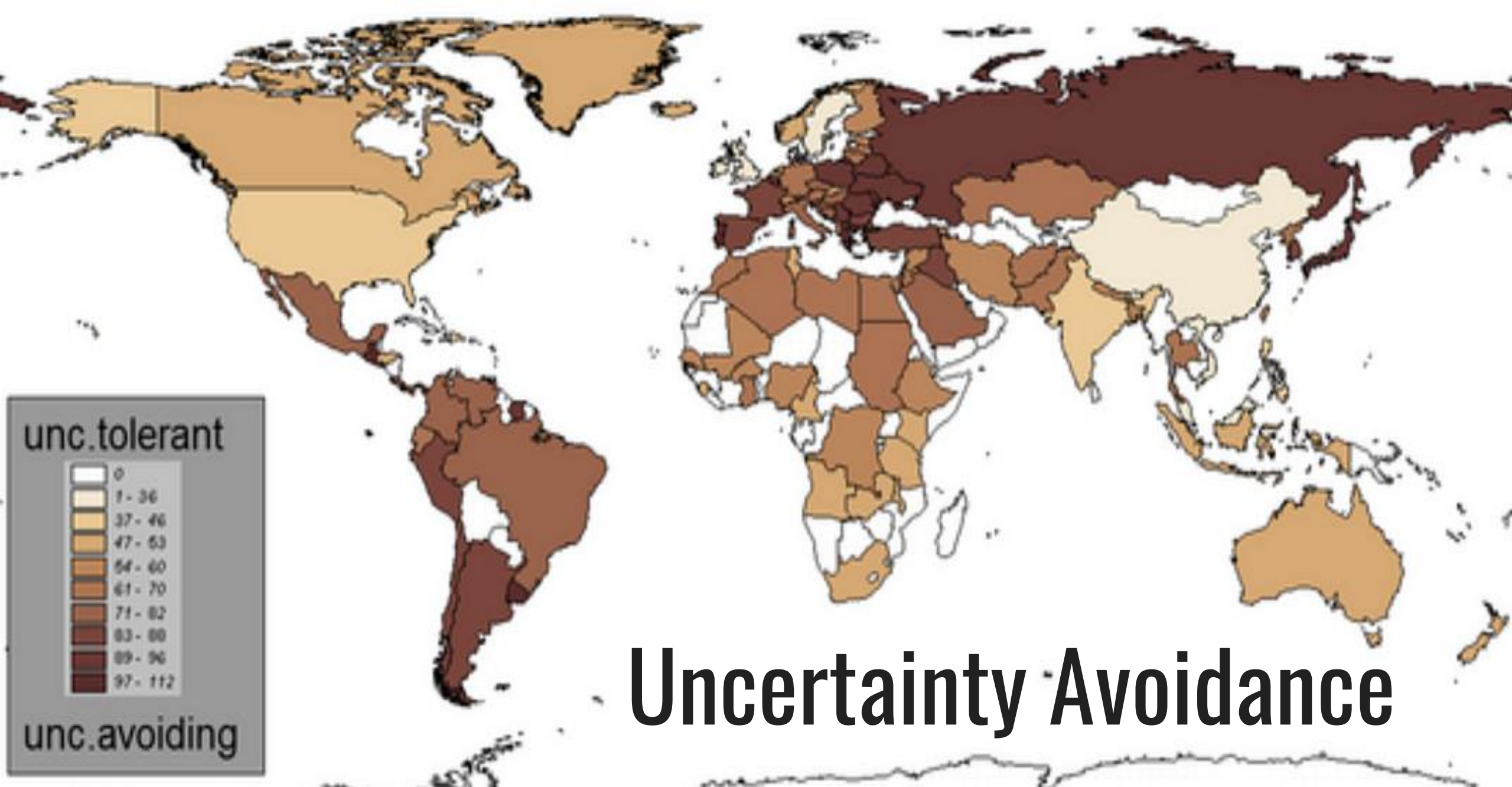
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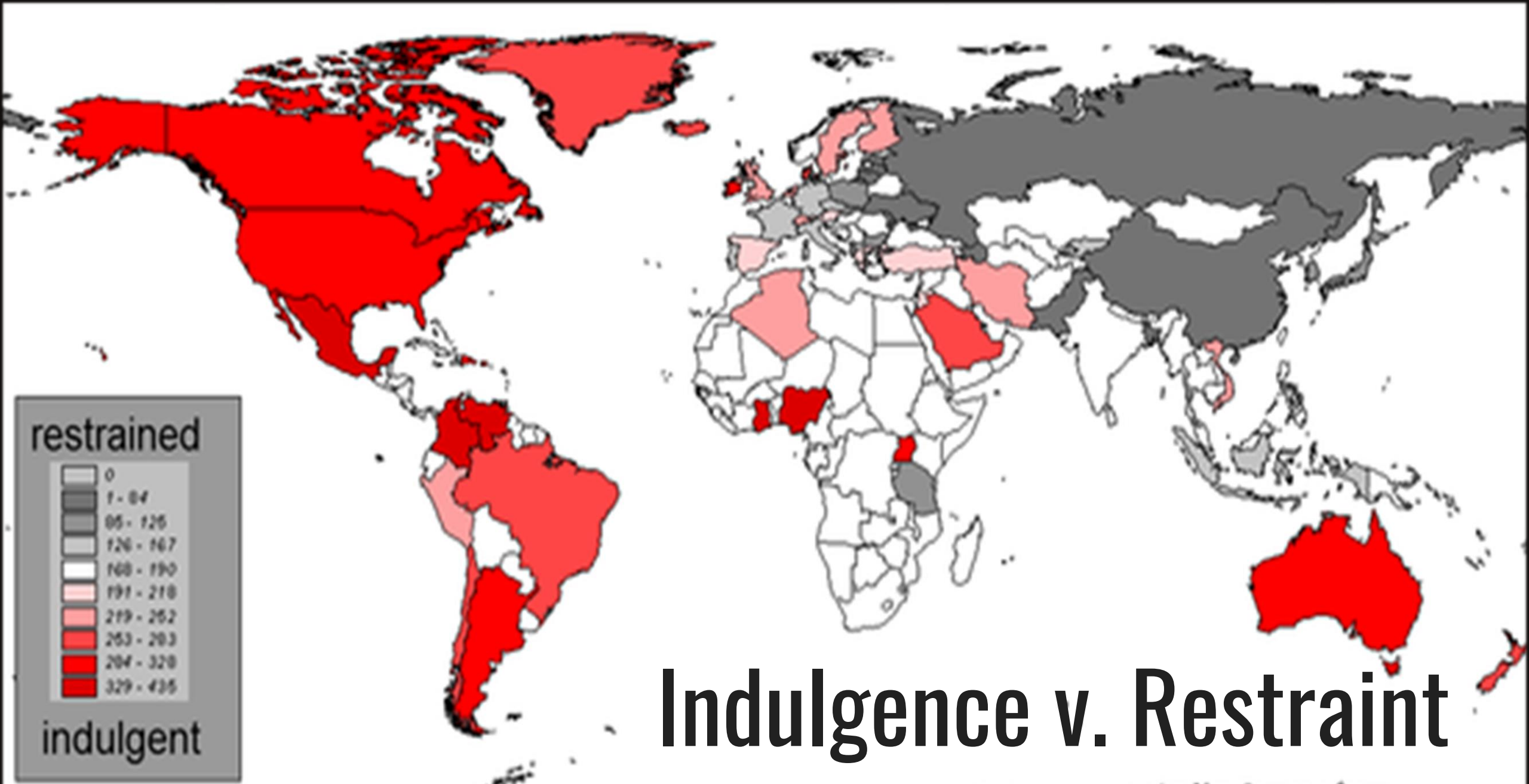
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# Uncertainty Avoidance



# Indulgence v. Restraint



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# Breaking the Professional Facade

- Breaking Bread
- Volunteering
- Outside work competition/games



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# Utopian Curse



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# Why Didn't We Unite During COVID-19

- 9/11 enemy had a face
- COVID-19 enemy could be anyone
- Opinions are abundant we find the ones we like



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# Culture Action Items

1. What is your unique unifying cause?
2. Who are cultural 'insiders' and 'outsiders'?
3. Do you have dividing causes?



# Quiz

*Breaking bread is a common way of breaking the professional 'façade'?*

**True**



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# Quiz

*Power distance refers to the expectation of the division of power in an organization?*

**True**



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# Quiz

*Geert Hofstede is a super villain?*

**False**



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Alignment

2

Build

3

Communicate

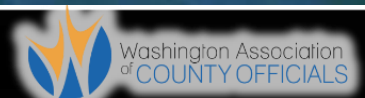


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*If you eat buffalo wings, is it okay to lick your fingers in public?*



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# How to Handle Any Intense Workplace Conversation



What will make me move to the other side?

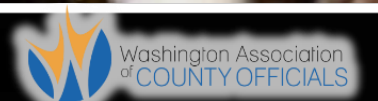


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- 
- Ensuring That Someone Is Being Heard
    - Explaining something complex
    - Saying that back to the person
    - Receiving confirmation



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# Feel -> Felt -> Found

- I feel [their reasoning]
- In my experience, others who felt [their reasoning]
- Have Found [typical output] because [your reasoning]



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# Communication Is Mandatory Not Optional

*Uncovering Your Team's Potential  
Turning Differences into Advantages*



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# Reverse Mentorship as a Winning Strategy

Jack Welch & Andrew Grove  
Past CEOs of GE & Intel



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# Why You Need Reverse Mentorship

- Better recruitment for employees!
- More engaging social media!
- Increase retention!



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# Spotting Innovation



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# Harness Diversity in Your Workplace



80-90% of Inventions Are Made By Internally



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# Where Employee Ideation First Starts – Check Ins

- 3x more engaged than no 1v1s.
- Less turnover (Adobe 30% drop)
- Productivity Increase (500% increase in 12 months)







# Feedback Consistency For Public Trust



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# Feedback Sandwich



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# Gather Feedback With Socratic Communication

- Direct = Answering the question
- Socratic = What do you think the answer is? (Process Problem)



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# Quiz

*Feedback sandwiches do a good job at splitting the negative and positive feedback?*

**False**



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# Quiz

*Directive feedback reveals the process problem to the employee?*

**True/False**



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# Quiz

*If a building is burning, you should use Socratic feedback?*

**False**



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Alignment

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Build

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Communicate



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**Mali, Africa**





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# The Guardian



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# President Macron Meeting 22 year old Mamoudou Gassama

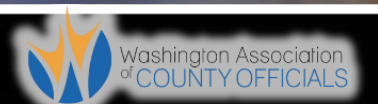


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# Mamoudou Gassama joining the Fire Brigade



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