

Harmonizing Diversity: Navigating Workplace Differences for Success



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Gen Xers 1961-1981

Skeptical about authority?

Tend to see the glass half empty?

Go at it [everything] alone?



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Baby Boomers 1946-1964

Are you a rule follower?

Never heard of TikTok?

Are you loyal and self-sacrificing?



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Millennials 1980-2001



Entitled?

Lazy?

Love technology?



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



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?



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Strategy 1: Transcend Stereotypes



► [Subscribe @iamjeffbutler](#)

JEFF BUTLER



2023 Annual Conference



The Catch-22 of Cooperation of Experience

A tropical sunset over the ocean with palm trees in the foreground. The sky is filled with warm, orange and yellow hues, with silhouettes of palm trees in the mid-ground and a bright sun setting on the horizon.

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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



The Catch-22 of Cooperation

A tropical sunset over the ocean with palm trees in the foreground. The sky is filled with warm, orange and yellow hues, with silhouettes of palm trees in the mid-ground and a bright sun setting on the horizon.

- 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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

The census bureau does the mainstream generational research?

False!



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Washington Association
of COUNTY OFFICIALS

Quiz

Technology only impacts us on a sociological level?

False!



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

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

True, Washington Post



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Washington Association
of COUNTY OFFICIALS

Harmonizing Diversity: Navigating Workplace Differences for Success

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



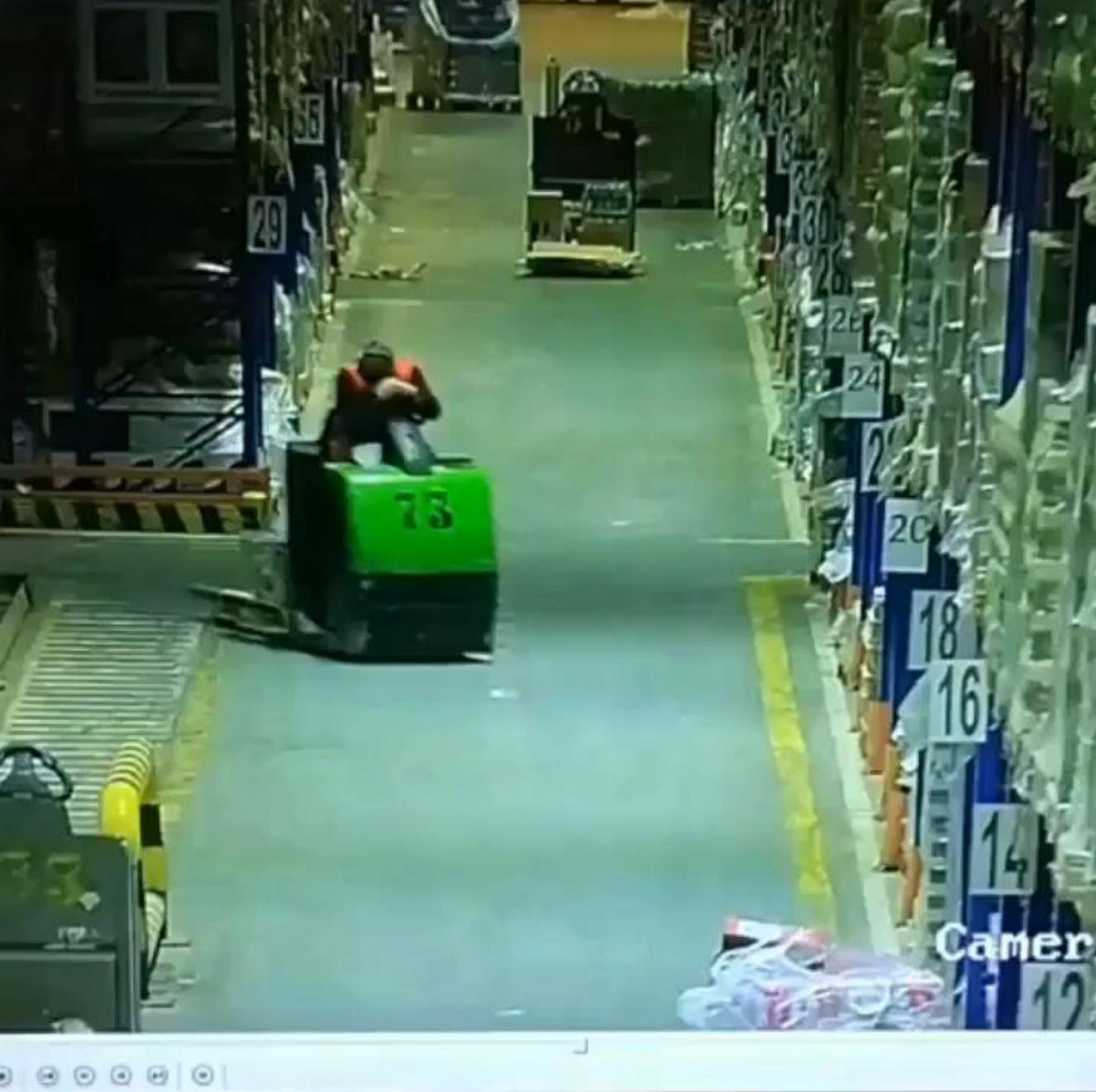
Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





ADAM'S EQUITY THEORY Consequences

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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Workplace Differences Alignment Hotspots

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



Subscribe @iamjeffbutler

JEFF BUTLER

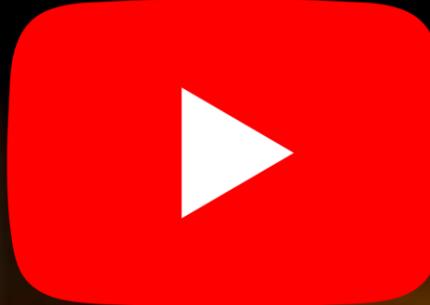


2023 Annual Conference



Handling Difficult Workplace Situations

Entitled employees



Coworkers Who Think They Know Everything

Gossip Queens/Kings



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Ford's Theatre

4.5 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



Abe L.
Washington, DC

4.5 8/10/2011

Was murdered here. Would not recommend.

Handling Different Work Level Qualities



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Changing Culture Through Expectations

Expectations -> Values -> Culture



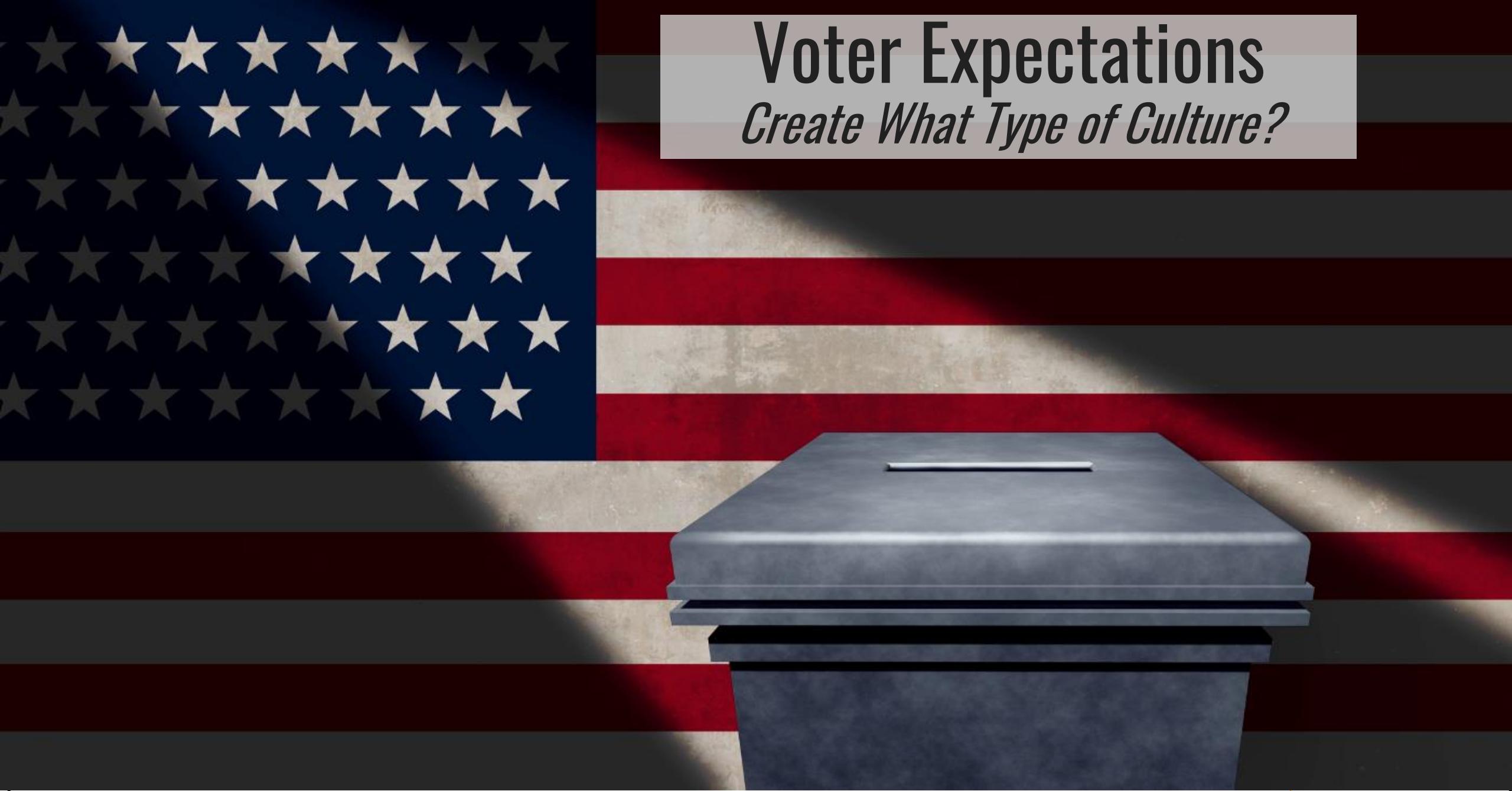
Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Voter Expectations

Create What Type of Culture?



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

Checklists are used to improve work ethic differences?

False!, work quality



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

Expectations -> Culture -> Values

False, Expectations -> Values -> Cultures



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

Monkeys like cucumbers more than grapes?

False



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Washington Association
of COUNTY OFFICIALS

Ask Yourself!

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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Harmonizing Diversity: Navigating Workplace Differences for Success

1

Alignment

2

Build



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Overcoming Individual Differences



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



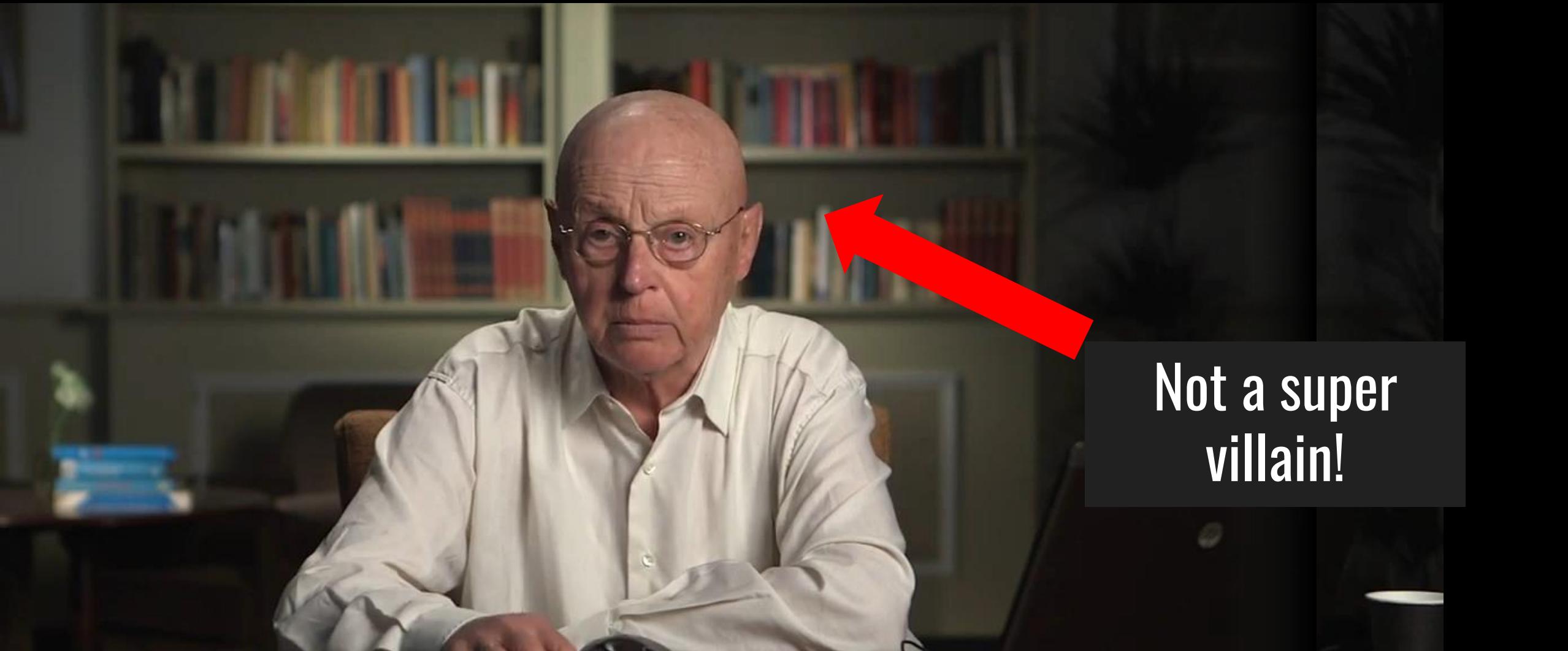
Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Not a super
villain!

Geert Hofstede, Engineer of Cross-Cultural Psychology



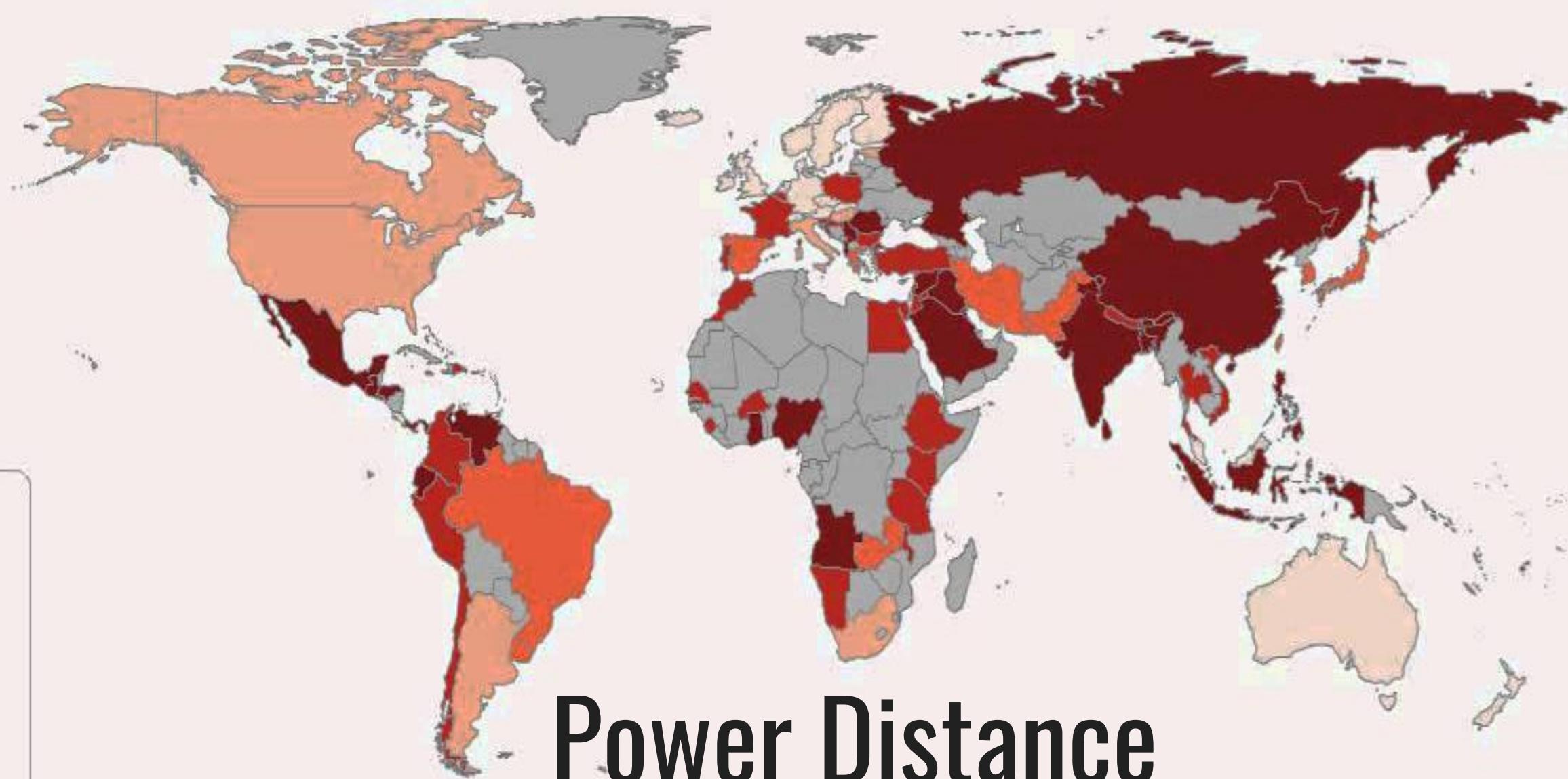
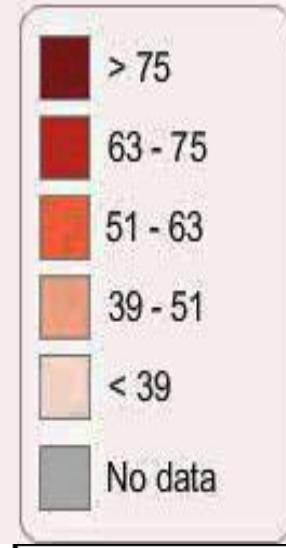
Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Power Distance



Subscribe @iamjeffbutler

JEFF BUTLER



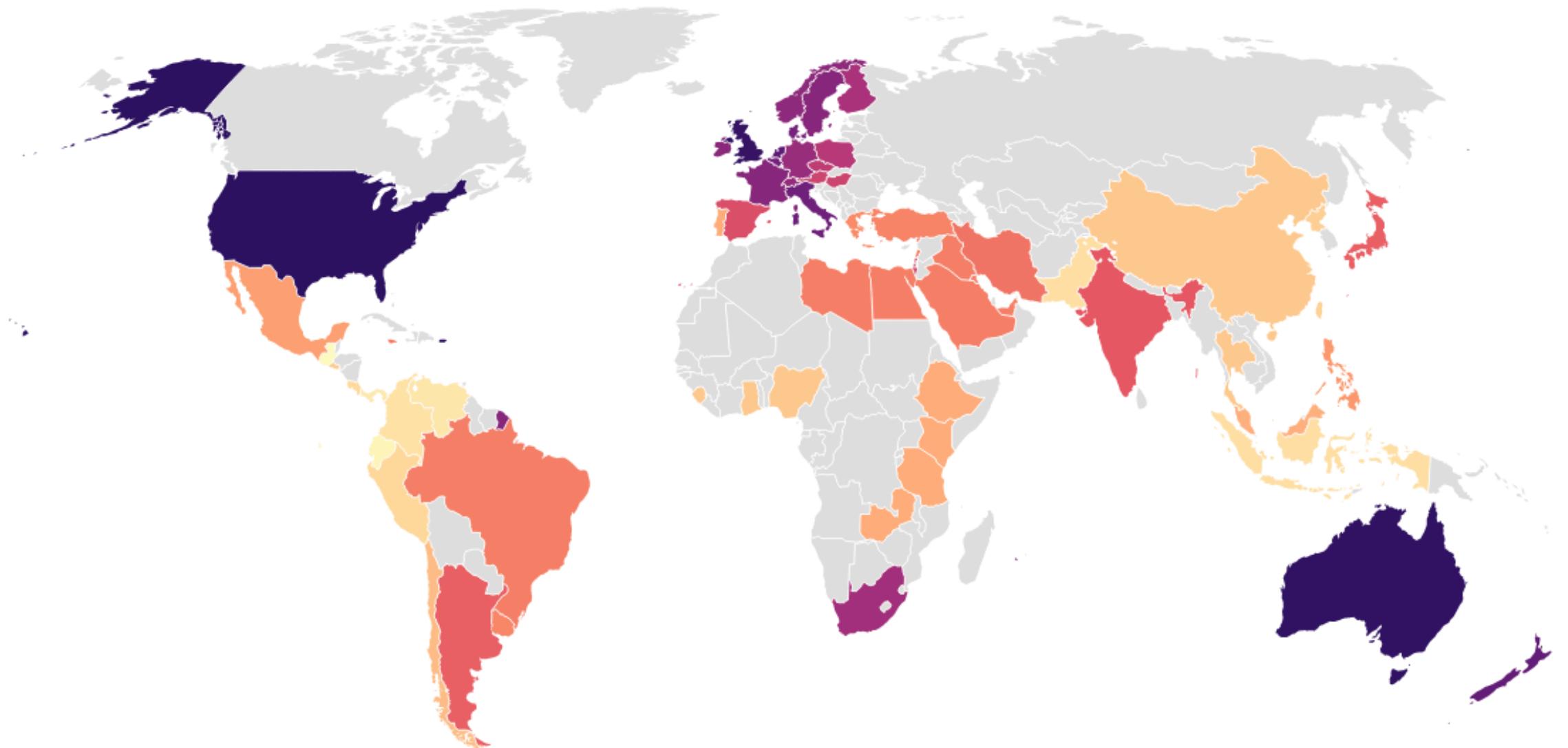
2023 Annual Conference



IDV



Collectivism v. Individualism



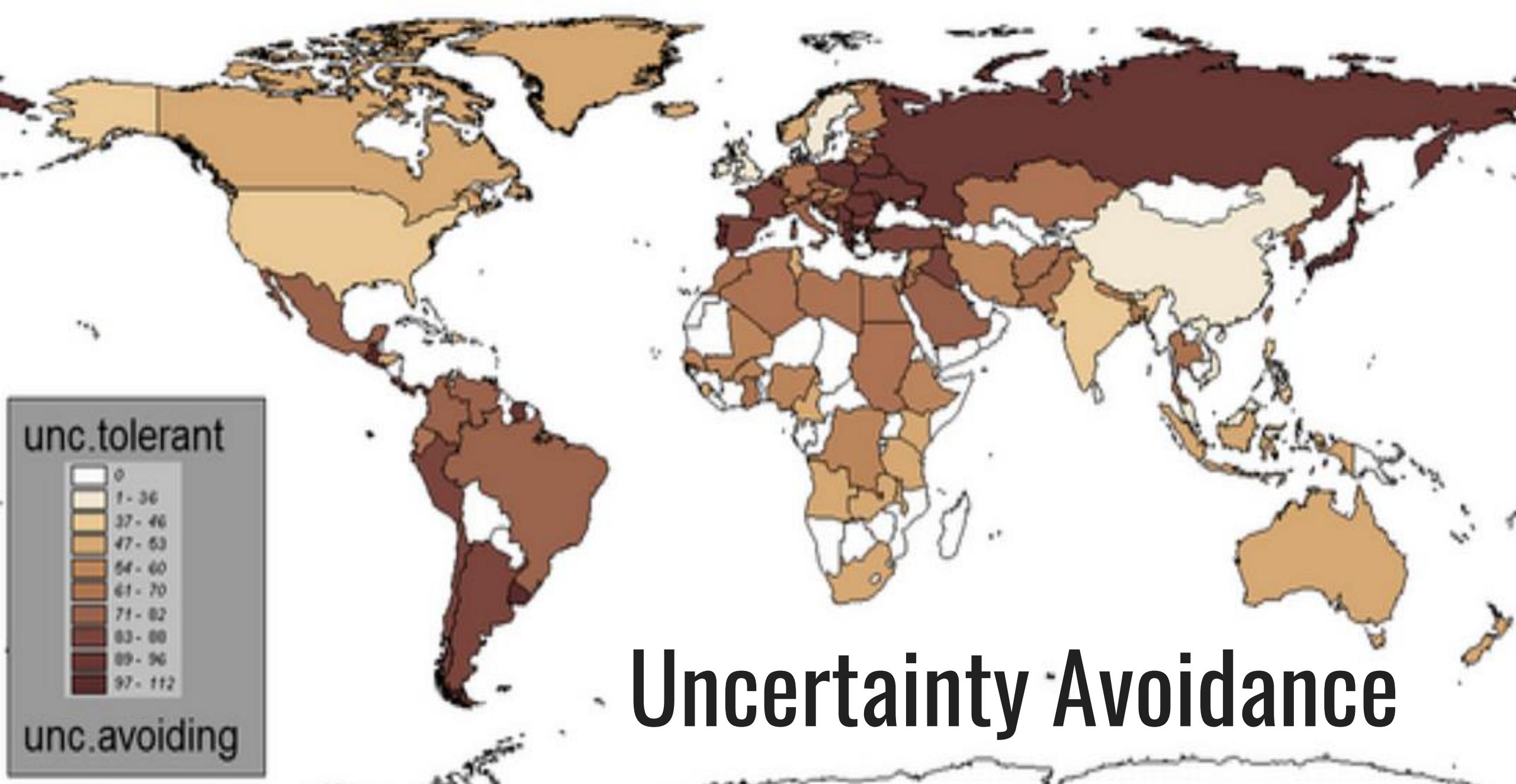
Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Uncertainty Avoidance



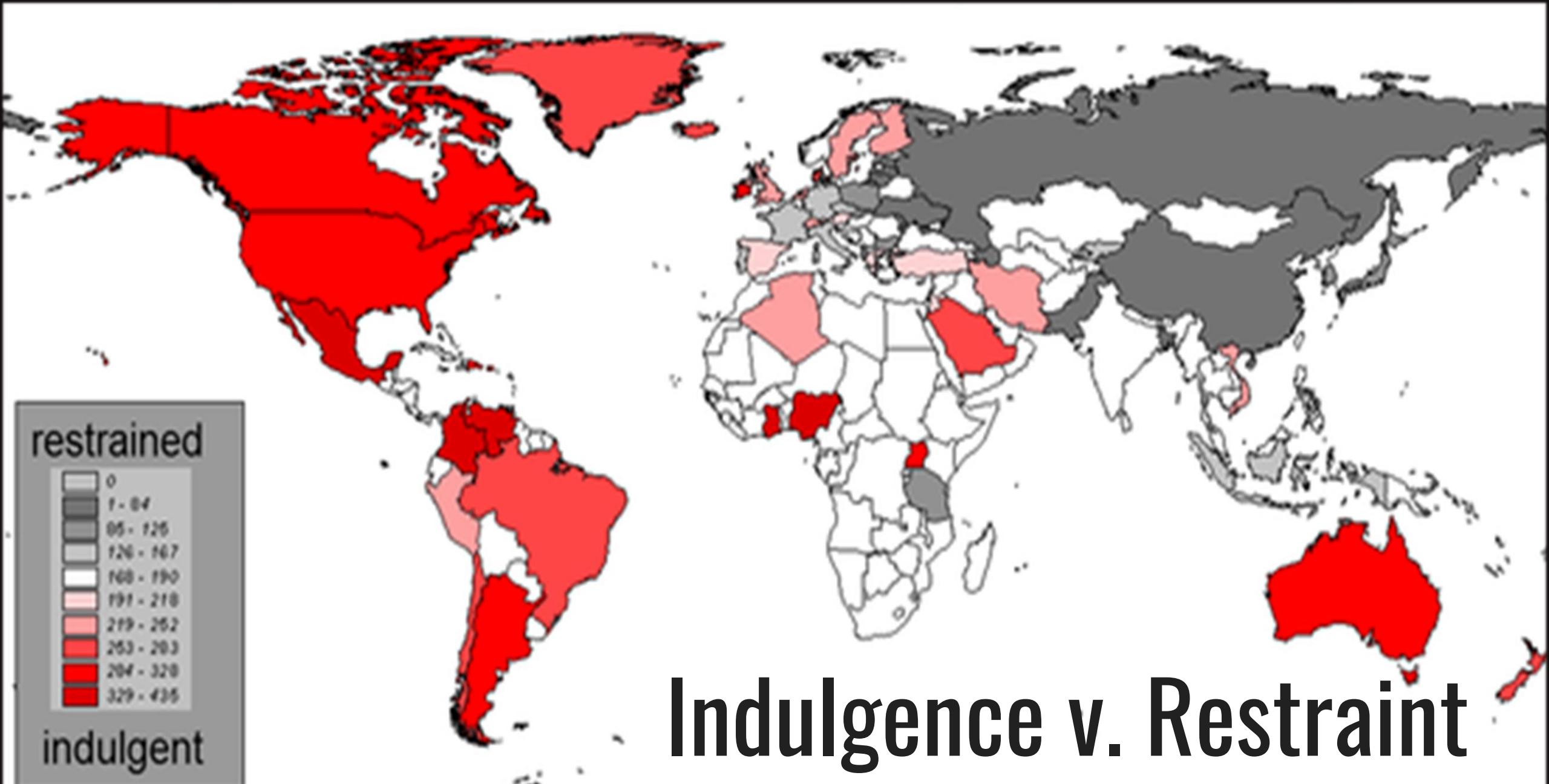
Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Indulgence v. Restraint



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Washington Association
of COUNTY OFFICIALS

Breaking the Professional Facade

- Breaking Bread
- Volunteering
- Outside work competition/games



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Utopian Curse



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Culture Action Items

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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

Breaking bread is a common way of breaking the professional ‘façade’?

True



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

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

True



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

Geert Hofstede is a super villain?

False



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Harmonizing Diversity: Navigating Workplace Differences for Success



1

Alignment



2

Build



3

Communicate



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



How to Handle Any Intense Workplace Conversation



What will make me move to the other side?



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





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



Subscribe @iamjeffbutler

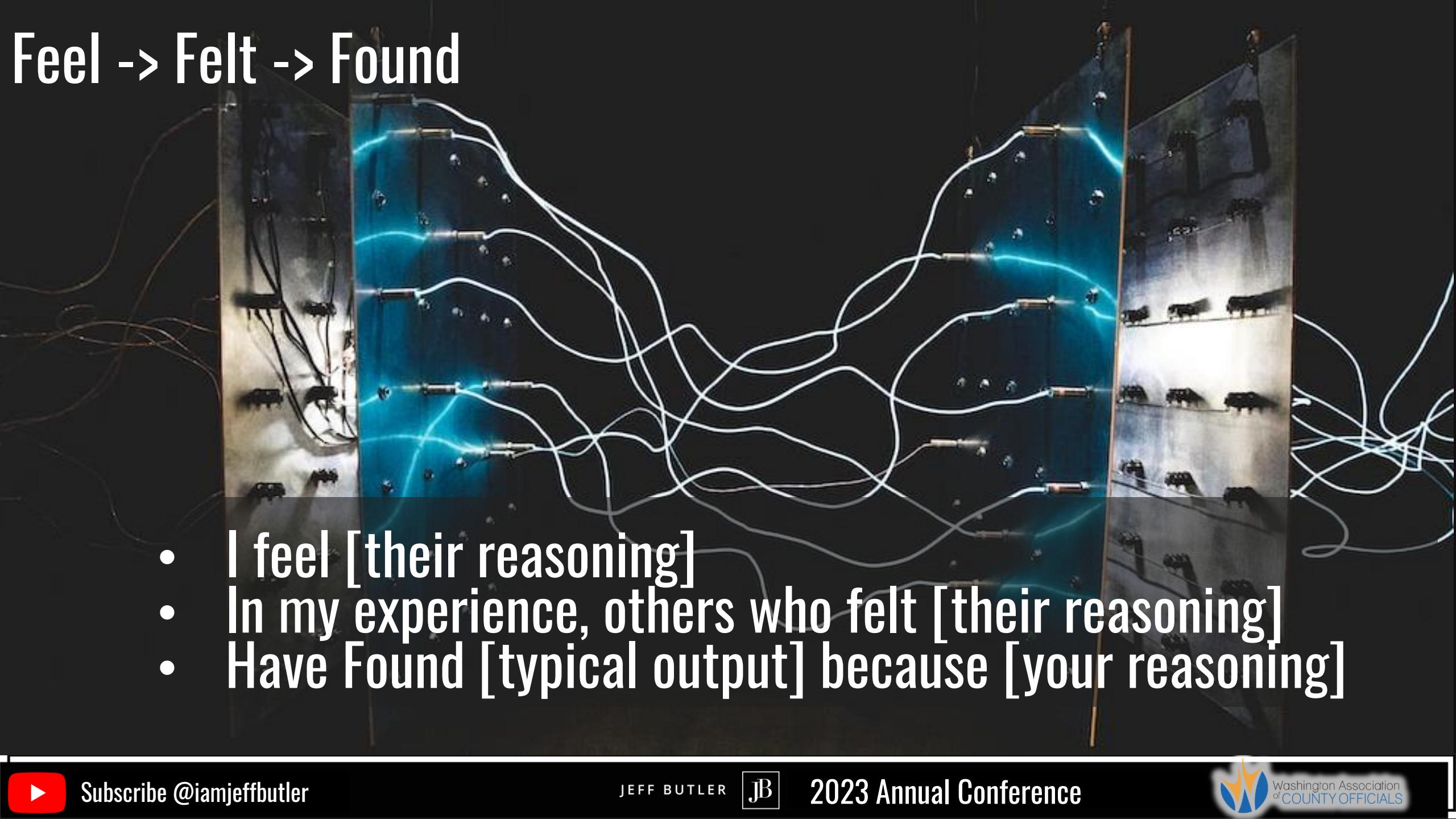
JEFF BUTLER



2023 Annual Conference



Feel -> Felt -> Found



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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Communication Is Mandatory Not Optional

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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Washington Association
of
COUNTY OFFICIALS

Reverse Mentorship as a Winning Strategy

Jack Welch & Andrew Grove

Past CEOs of GE & Intel



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Why You Need Reverse Mentorship

A wide-angle photograph of a double rainbow arching over a dark, choppy ocean. The sky is a gradient from light blue at the top to a bright yellow-orange at the horizon. The rainbow is composed of two distinct arcs, one above the other, with vibrant colors of red, orange, yellow, green, blue, and purple.

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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Spotting Innovation



 **Brian Acton**
@brianacton



Facebook turned me down. It was a great opportunity to connect with some fantastic people. Looking forward to life's next adventure.

[Reply](#) [Retweet](#) [Favorite](#) [More](#)

RETWEETS	FAVORITES
650	367



9:14 AM - 3 Aug 2009

Related headlines

 **Facebook's Deal for WhatsApp: The Chatter on Twitter**
DealBook @dealbook



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Harness Diversity in Your Workplace



80-90% of Inventions Are Made By Internally



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



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)



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Feedback Consistency For Public Trust



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Subscribe @iamjeffbutler

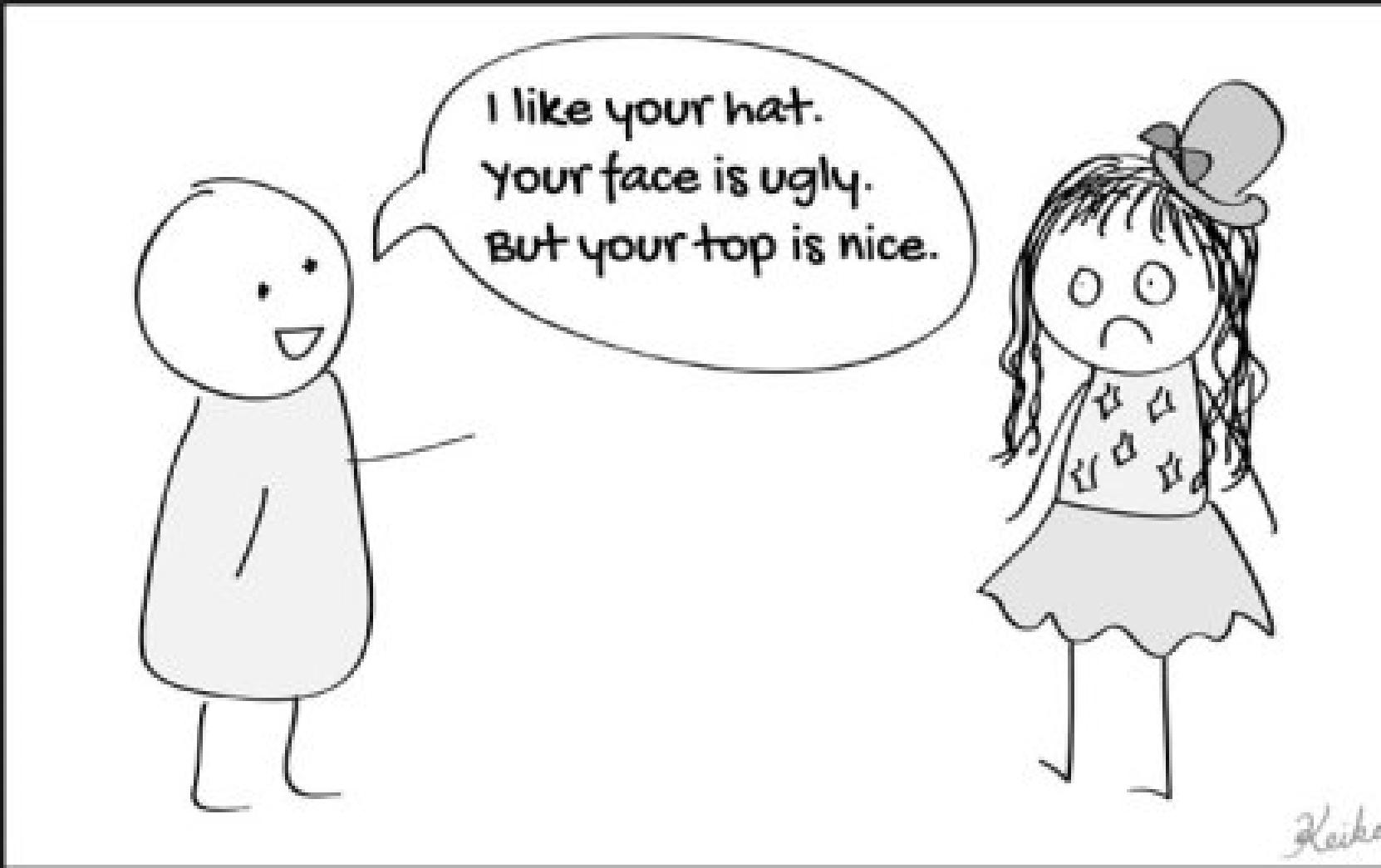
JEFF BUTLER



2023 Annual Conference



Feedback Sandwich



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Gather Feedback With Socratic Communication



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



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

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

False



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

Directive feedback reveals the process problem to the employee?

True/False



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Quiz

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

False



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Harmonizing Diversity: Navigating Workplace Differences for Success

1

Alignment

2

Build

3

Communicate



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Mali, Africa



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



The Guardian



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Washington Association
of COUNTY OFFICIALS



President Macron Meeting 22 year old Mamoudou Gassama



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference





Mamoudou Gassama joining the Fire Brigade



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference



Harmonizing Diversity: Navigating Workplace Differences for Success



Subscribe @iamjeffbutler

JEFF BUTLER



2023 Annual Conference

