

# 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



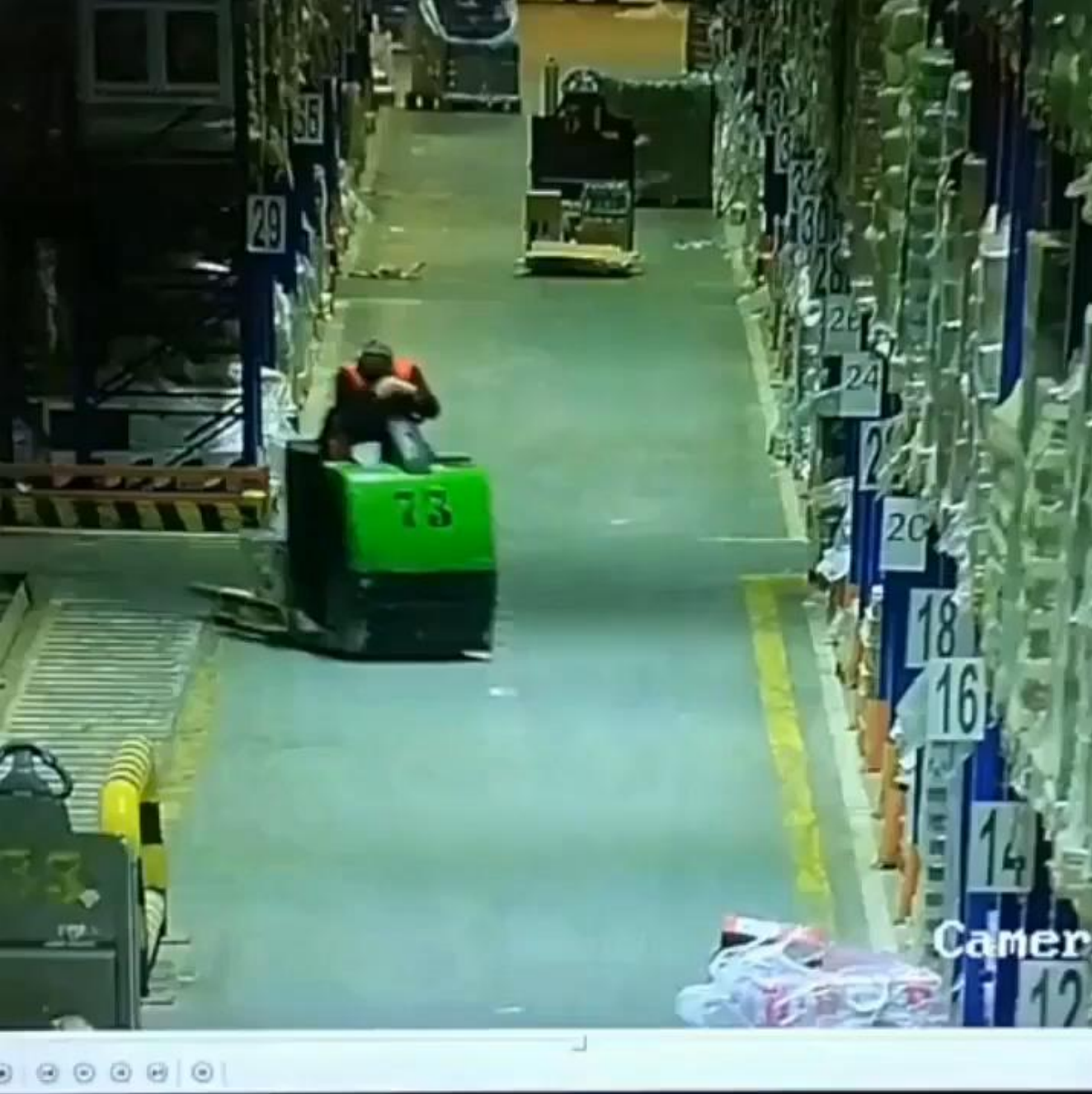
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# ADAM'S EQUITY THEORY

## 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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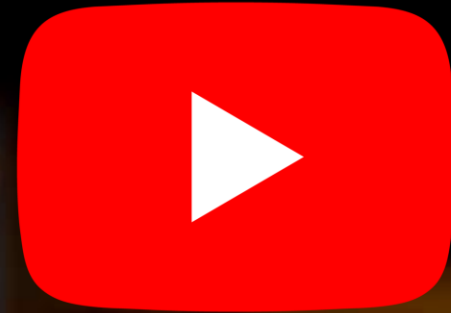
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# Handling Difficult Workplace Situations

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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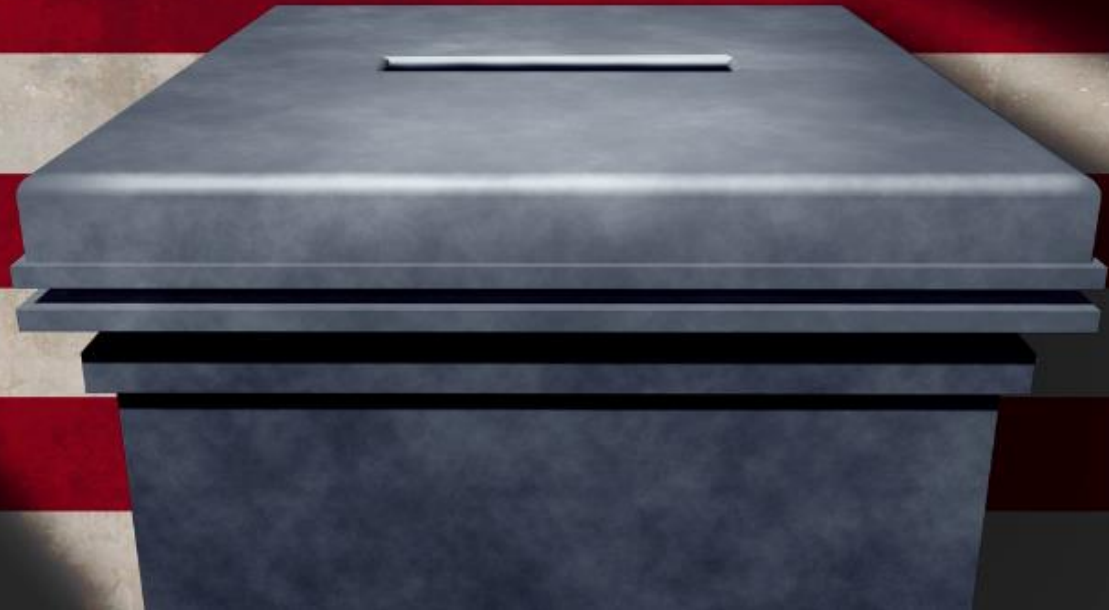
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# Voter Expectations

*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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1

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**



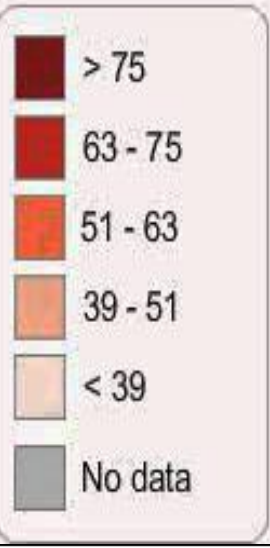
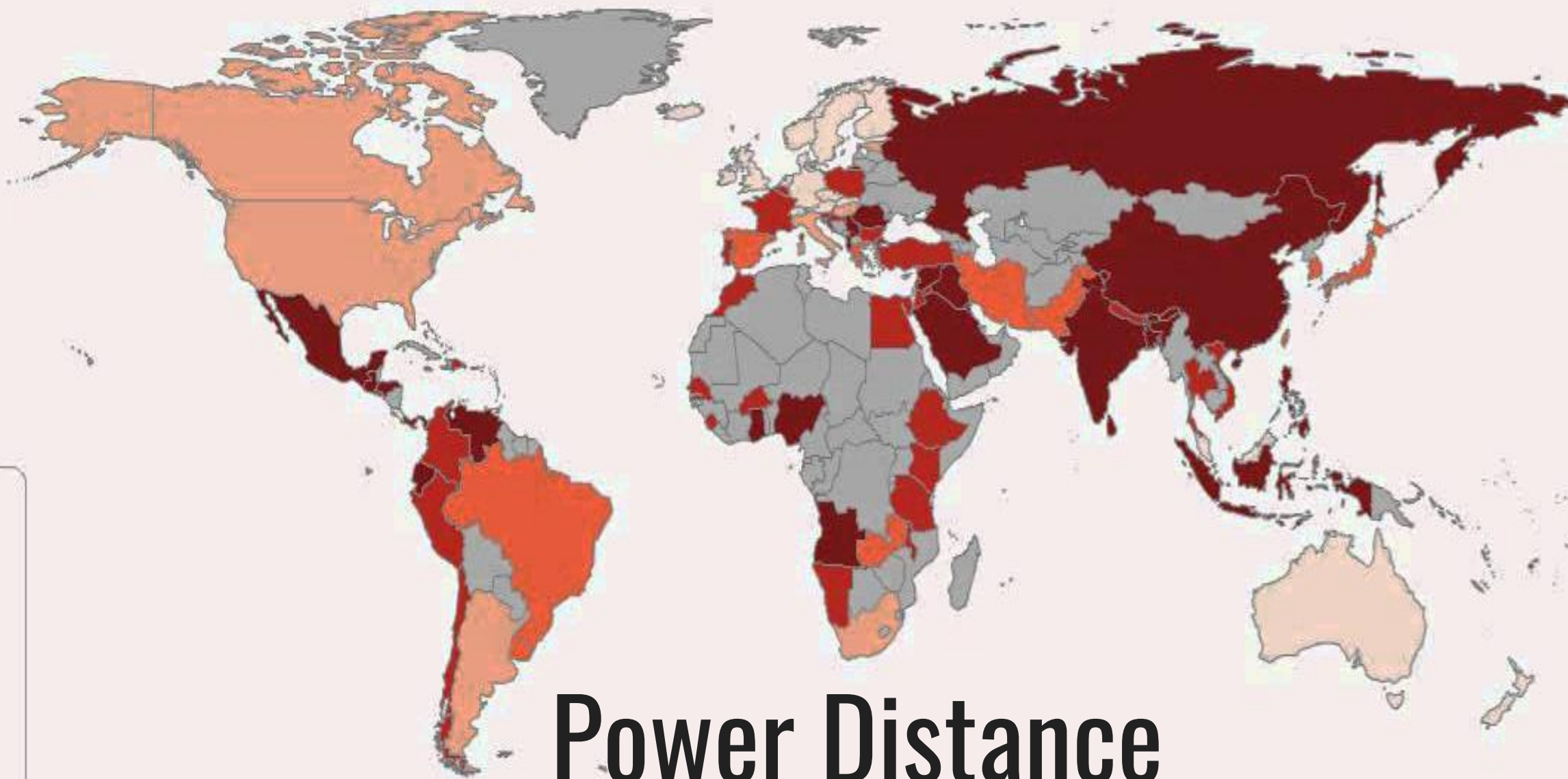
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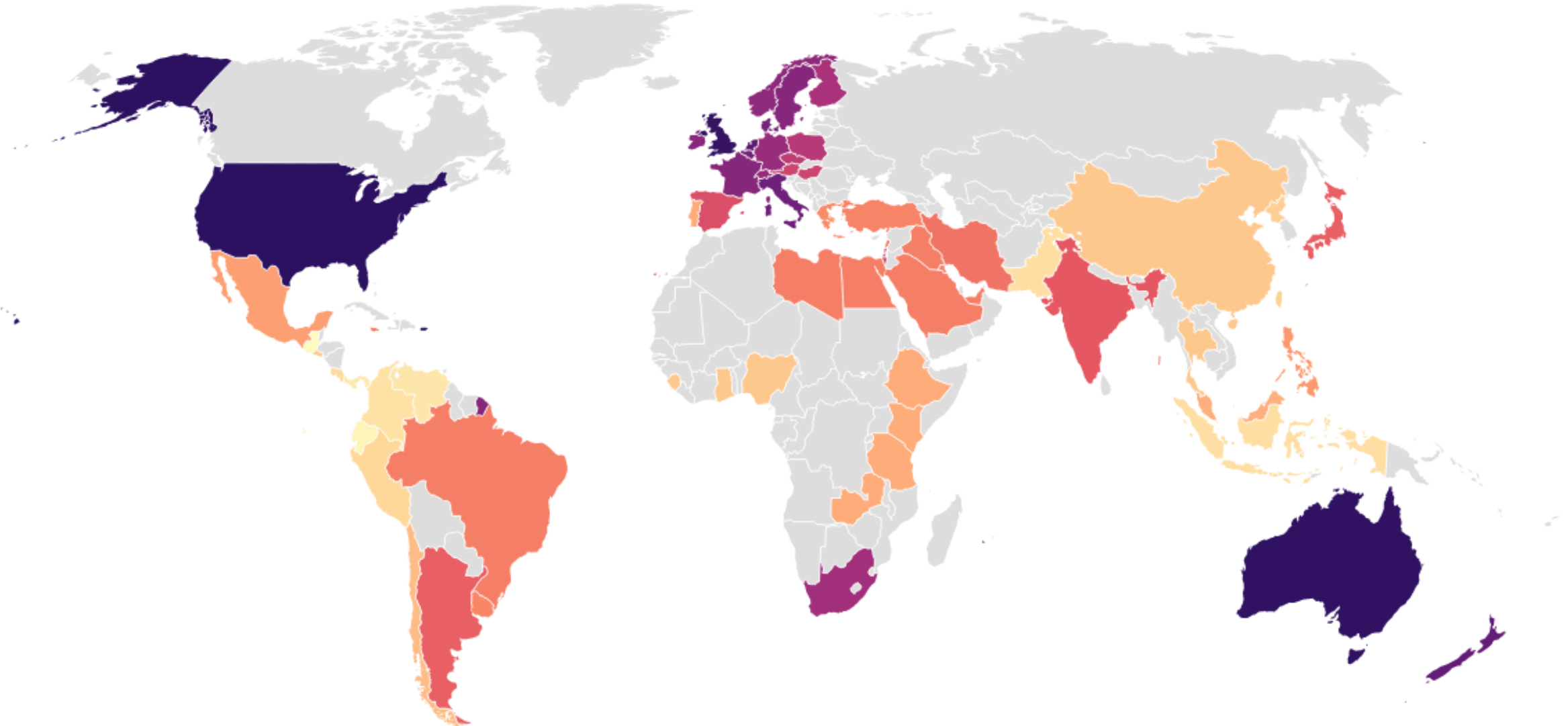


# Power Distance

IDV



# Collectivism v. Individualism



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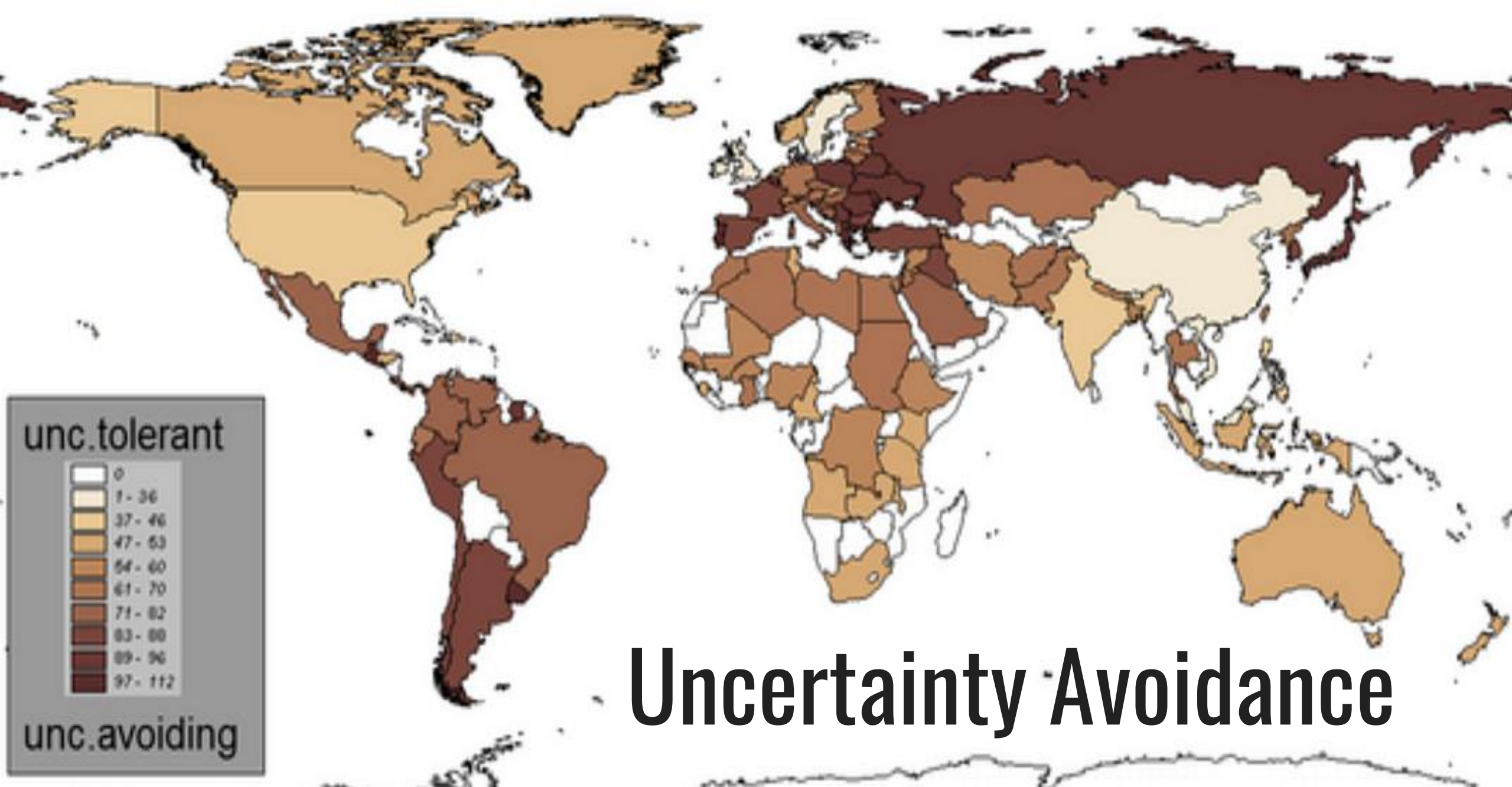
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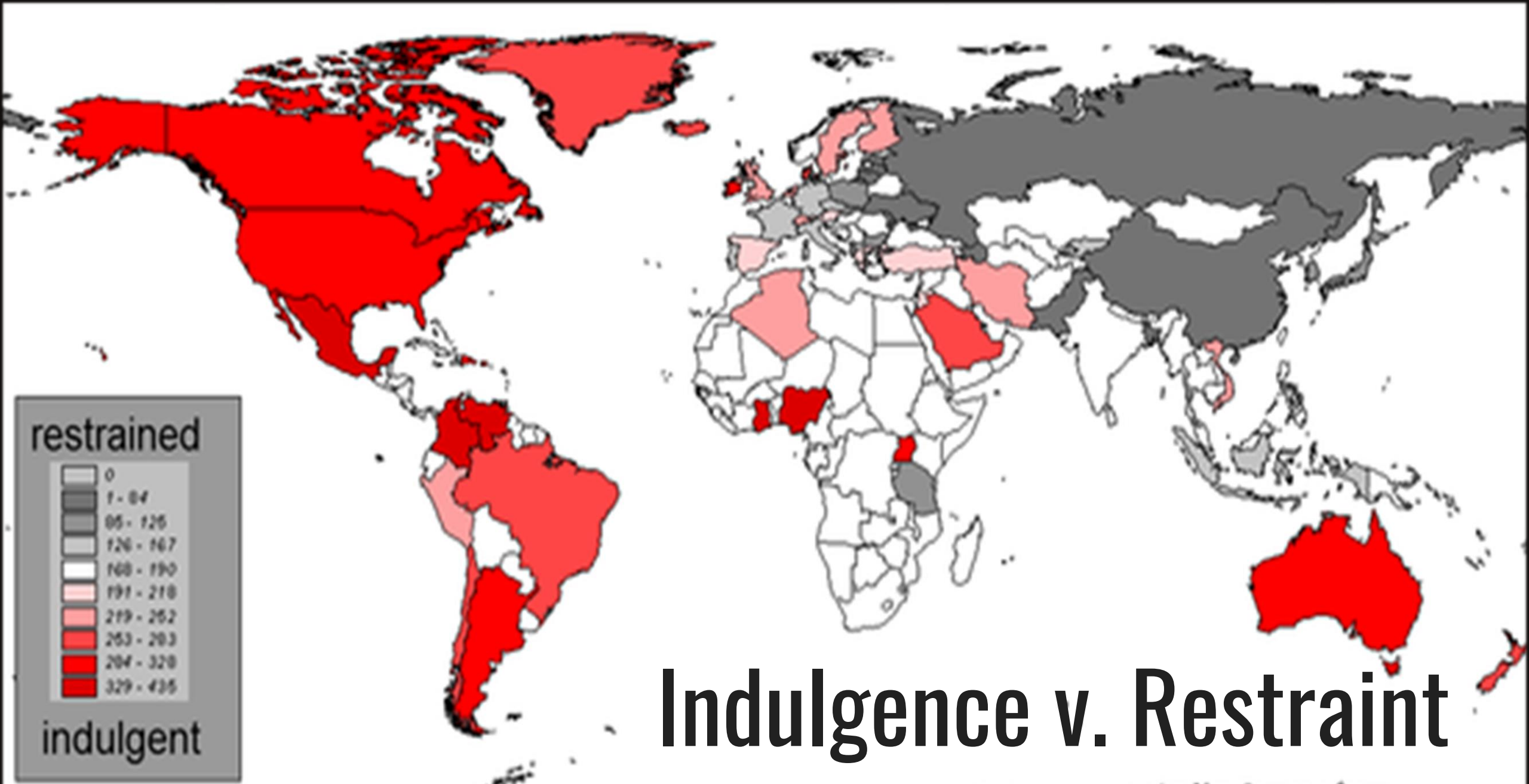
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# Uncertainty Avoidance



# 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

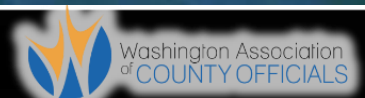


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*If you eat buffalo wings, is it okay to lick your fingers in public?*



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# How to Handle Any Intense Workplace Conversation



What will make me move to the other side?

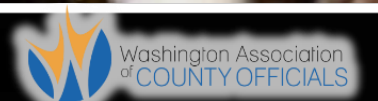



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- 
- Ensuring That Someone Is Being Heard
    - Explaining something complex
    - Saying that back to the person
    - Receiving confirmation



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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

A screenshot of a tweet from Brian Acton (@brianacton) dated 9:14 AM - 3 Aug 2009. The tweet text reads: "Facebook turned me down. It was a great opportunity to connect with some fantastic people. Looking forward to life's next adventure." The tweet has 650 retweets and 367 favorites. Below the tweet, there are several profile pictures of users who interacted with it. At the bottom of the screenshot, there is a section for "Related headlines" with a link to "Facebook's Deal for WhatsApp: The Chatter on Twitter" by DealBook @dealbook.

**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 650 FAVORITES 367

9:14 AM - 3 Aug 2009

Related headlines

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



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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)



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# 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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**Mali, Africa**





# 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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