**ORAL PRESENTATION OUTLINE**

**I. Introduction**

**A. Current Problem:**The Challenges of a Multi-generational workforce  
**B. Population/Area of Focus:**People from 18-80 years old.  
**C. Key Terms:**  Define age cohort. Definition of the four different generational groups  
   
**Thesis Statement:**

*With so many generations working together in the workplace, is there really a generational divide at work?*

**II. Background**

**A. Workplace Diversity Overview:**

Employment today often means joining a team with a range of ages

eg: List generations, age profile between 18-80 years old

**B. Historical and Social Context Baby Boomer Overview:**

Born 1946-1964, Post World War II babies, Baby boomer values, communication styles and work habits eg: phones, emails, traditional classroom and paper based training

**C. Historical and Social Context Gen X Overview:**

Born 1965-1979, Post Vietnam War babies, rising divorce rates, Generation X values, communication styles and work habits eg: prefer to learn independently, computer based training,

**D. Historical and Social Context Millennials Overview:**

Born 1980- 1996, Raised in era of “soccer moms”, technology, Millennial’s values, communication styles and work habits eg: workplace flexibility, work/life balance, opportunity for overseas assignments

**E. Generation Z Overview:**

Born 1997 – present, Generation Z values, communication styles and work habits eg: more ethnically diverse, have used internet from young age, mostly children of Gen X.

**III. Major Point 1:  Stereotypes in the media**

1. Minor Point 1: Provide examples of stereotypes in the media – eg values, work/life balance, company loyalty

**IV. Major Point 2: Research that shows it’s a myth – article 1**

1. Minor Point 1: Discuss the findings of one research

**V. Major Point 3: Research that shows it’s a myth – article 2**

A. Minor Point 1: Discuss the findings of second research

**VII. Conclusion**

1. **Restatement of Thesis:** Recruiting and retaining a workforce made up of people from many generational groups is a challenge however, the generational divide isn’t as big as we think.

Ultimately employees want the same things – to be engaged at work, to have a good manager, a sense of community

Make the most of the multigenerational workforce, embrace diversity

**B. Next Steps:** Ignoring generational differences will cause miscommunication and high employee turnover. An organization with an understanding of generational differences will have a competitive edge and its important that managers try to develop a deeper understanding of each person’s values and motivations.

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1. Lancaster, Lynne C. “When Generations Collide: How To Solve the Generational Puzzle At Work.” The Management Forum Series, 17 March, 2004. <http://washingtonandco.com/pdf/when_generations_collide.pdf>
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