



OBJECTIVES

- Are you a Manager or a Leader?
- What truly motivates today's employees?
- Cross-generational engagement.
- Setting & communicating expectations; not just policy.
- Identifying stress triggers and managing them effectively.

Are you a Manager or a Leader?

- Managers tend to manage things.
- Managers don't understand the value of the relationship.
- Managers don't delegate for a variety of reasons.
- Managers don't understand the primary function of their job.
- Leaders lead people!
- Leaders build relationships built on respect and trust!
- Leaders give value to tasks!
- Primary function of a leader: Coach employees to success!

What Motivates Today's Employees?

Work Group Characteristic	You	M	E
Tactful Discipline			
Good Working Conditions			
Personal Loyalty			
Promotion & Growth			
Interesting Work			
Good Wages			
Job Security			
Sympathetic Help On Personal Problems			
Feeling "in" On Things			
Full Appreciation of Work Done			

What Motivates Today's Employees?

Work Group Characteristic	You	M	E
Tactful Discipline		7	
Good Working Conditions		4	
Personal Loyalty		6	
Promotion & Growth		3	
Interesting Work		5	
Good Wages		1	
Job Security		2	
Sympathetic Help On Personal Problems		9	
Feeling "in" On Things		10	
Full Appreciation of Work Done		8	

What Motivates Today's Employees?

Work Group Characteristic	You	M	E
Tactful Discipline		7	10
Good Working Conditions		4	9
Personal Loyalty		6	8
Promotion & Growth		3	7
Interesting Work		5	6
Good Wages		1	5
Job Security		2	4
Sympathetic Help On Personal Problems		9	3
Feeling "in" On Things		10	2
Full Appreciation of Work Done		8	1

Traditionals: Born before 1946

- Influenced by:
- The Great Depression
 - World War II

- Characteristics:
- Loyal
 - Respectful of authority
 - Stubbornly independent
 - Excellent work ethic
 - Advanced communication skills



Baby Boomers: 1946-1964

- Influenced by:
- The Vietnam War
 - The 60's
 - Postwar social change

- Traits:
- Question authority
 - Excellent teamwork
 - Well-educated
 - Thrive on adrenaline-charged assignments.



Generation X: 1965-1980

- Influenced by:
- Experienced more divorce than any other generation
 - Lack of identity

- Traits:
- Independent
 - Intolerant of bureaucracy
 - Critical
 - Hardworking
 - Socially responsible



Generation Y (Millennials): 1981-1995

- Influenced by:
- Technology
 - Doting parents

- Traits:
- Tech savvy
 - Acceptant of change
 - Require work/life balance
 - Socially responsible
 - "Everybody wins"



Generation Z: Born after 1995

- Influenced by:
- Media-saturated world
 - Gen X (their children)

- Traits:
- Connected
 - Like instant gratification
 - Next, next, next (Twitter, Instagram, etc.)
 - Lacks a community-oriented nature



2022: How old will they be?



77 years old



58 to 76 years old



42 to 57 years old



27 to 41 years old



26 years old

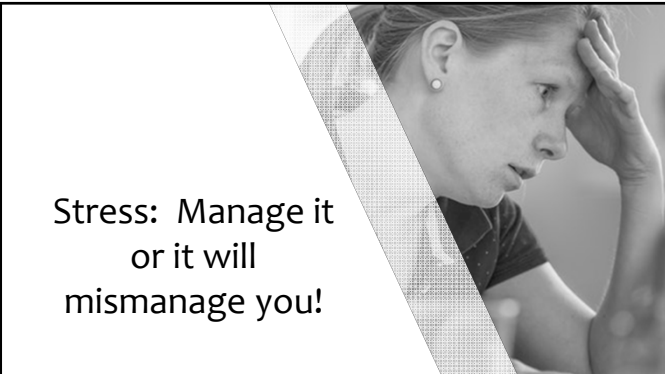


Creating a Target for Success

- ✓ Explain your rating system.
- ✓ Explain the policy for the area being rated.
- ✓ Explain the expectation to policy.
- ✓ Remind them of your Primary Function.



The goal is not to be successful.
The goal is to be valuable.
Once you're valuable,
instead of chasing success, it will
attract itself to you.

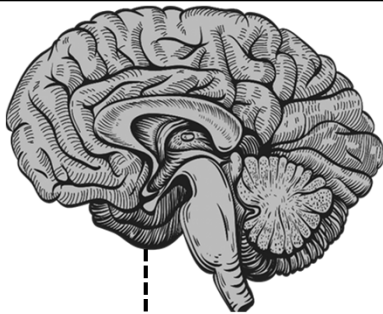


Stress: Manage it
or it will
mismanage you!

**Actual Science
Regarding The
Brain**



**Actual Science
Regarding The
Brain**

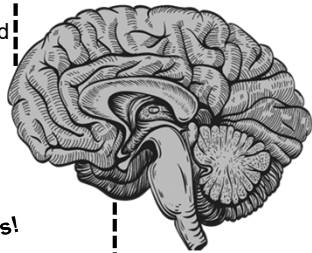


Amygdala Where the emotions are housed

Prefrontal cortex
Where the reasoning
processes are housed

**Actual Science
Regarding The
Brain**

*Issue: Our brains have
not had a hard-drive
upgrade in 10,000 years!*



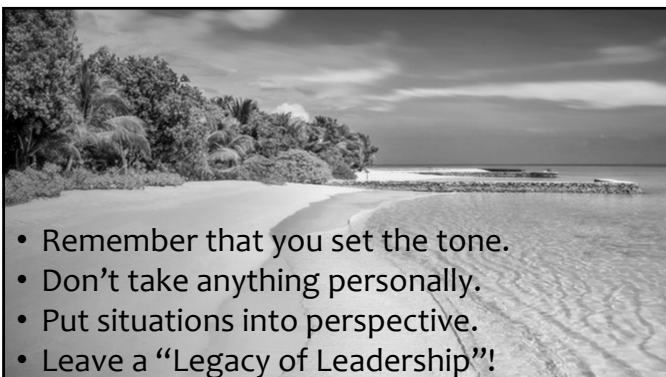
Amygdala Where the emotions are housed

$$E + R = O$$

$$E + R = O$$

Event + Response = Outcome

You can't change the events that happen in your life.
You can only change the outcome
by how you respond in the event.



- Remember that you set the tone.
- Don't take anything personally.
- Put situations into perspective.
- Leave a "Legacy of Leadership"!



My Stress Reducer!

You'll never see a Harley Davidson motorcycle parked in front of a therapist's office!
(Unless they own it)



"I did then what I knew then.
When I knew better, I did better."

-Maya Angelou

I'd love to hear from you:
Web site: carolyn@carolynjcarver.com
Twitter: @carolynjcarver
LinkedIn: Carolyn J. Carver

