

## **Generation Now: Communications & Teamwork in the Multigenerational Workplace**

Chat transcript for webinar presented for:

LibraryLinkNJ, The New Jersey Library Cooperative, 9/27/11

Webinar presenter: Lori Reed

Joanne Roukens: (14:19) Good afternoon everyone! This is Joanne Roukens. I am providing tech support this afternoon. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885

Nancy Madacsi: (14:21) Hi, Nancy from Centenary-- The audio is fine

Lisa Brownback: (14:22) Hi, Lisa from Cape May County. The audio is fine.

Kathy Schalk-Greene 2: (14:23) I'm back! Just bounced out for a bit. Audio is fine.

Sophie Brookover: (14:23) For those of you who may be tweeting, please use the designated hashtag for today: #LLNJ\_generations

Kathy Schalk-Greene 2: (14:24) I'm Kathy from Mount Laurel.

Nancy Madacsi: (14:26) YIKES!

Nancy Madacsi: (14:28) It sound like ocean waves has just engulfed your office.

Sophie Brookover: (14:28) I believe Lori is moving some equipment around to improve the sound quality of her mic.

Sophie Brookover: (14:28) Thanks for letting us know!

Glynis Wray: (14:28) much better

Nancy Madacsi: (14:29) That is better

Janice Painter: (14:29) Hi, Janice from Princeton Public here.

John Oliver: (14:29) Better.

Joanne Roukens: (14:29) Good afternoon everyone! This is Joanne Roukens. I am providing tech support this afternoon. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885

Joanne Roukens: (14:30) For those of you who may be tweeting, please use the designated hashtag for today: #LLNJ\_generations

Paula Manzella: (14:30) Hi, Paula Manzella from Burlington County Library.

Laura Butler: (14:30) Hello, Laura from Mount Laurel Library.

Ana Sanchez: (14:30) Hi. Ana from Pt Pleasant Beach

Glynis Wray: (14:30) Hello, Glynis from Ocean County

priti mody: (14:30) priti mody Hammonton

Scott Chianese: (14:30) This is Scott and Mary from Hamilton Public

John Oliver: (14:30) Hello. John Oliver from The College of New Jersey

Alisha Crawford: (14:30) Hi Alisha Crawford UMDNJ Camden Campus Library

Sophie Brookover: (14:31) <http://librarylinknj.org/content/generation-now-communications-teamwork-multi-generational-workplace>

Paula Manzella: (14:32) Link works for slides, but handout is not there.

Paula Manzella: (14:34) great - thanks!!

Lori Reed: (14:35)

<https://docs.google.com/viewer?a=v&pid=explorer&chrome=true&srcid=0B8ZYdEFrWtLTYzEOZTk3ZjktNDAXzi00ZGjILTgzN2YtMDBjNGMzOGMxN2Q1&hl=en>

Lori Reed: (14:35) Try this link

Lori Reed: (14:35) for handouts

Sophie Brookover: (14:36) #LLNJ\_generations

Glynis Wray: (14:37) good

Sophie Brookover: (14:37) sounds great!

John Oliver: (14:37) Good

Scott Chianese: (14:37) Perfectly

Ana Sanchez: (14:37) good

Lisa Brownback: (14:37) Good

Nancy Madacsi: (14:37) Good

karenhillman: (14:38) Good

Sophie Brookover: (14:39) To download Lori's handout (in case you missed it):

<https://docs.google.com/viewer?a=v&pid=explorer&chrome=true&srcid=0B8ZYdEFrWtLTYzEOZTk3ZjktNDAXzi00ZGjILTgzN2YtMDBjNGMzOGMxN2Q1&hl=en>

Sophie Brookover: (14:40) yep!

John Oliver: (14:40) Yep

Paula Manzella: (14:40) Got the handout - thanks!

Sophie Brookover: (14:40) Great -- thank YOU for pointing out the problem!

Ana Sanchez: (14:42) cultural background

Glynis Wray: (14:42) siblings

Kathy Schalk-Greene: (14:42) Where you grew up

Scott Chianese: (14:42) Nationality

Sophie Brookover: (14:42) parenting, birth order

Nancy Madacsi: (14:42) Place of geographic origin

Paula Manzella: (14:43) marital status & children/no children

Joanne Roukens: (14:43) Connect for the handout should be working now. Go to

<http://librarylinknj.org/content/generation-now-communications-teamwork-multi-generational-workplace>

Sophie Brookover: (14:44) My friends say it stands for "where's the family?"

Sophie Brookover: (14:48) WE're skewing X a bit.

Sophie Brookover: (14:48) It's interesting, just out of proportion to our actual numbers.

Paula Manzella: (14:48) Not surprising given the career paths

Sophie Brookover: (14:49) And our students, too!

Robert Lackie: (14:49) The name for Gen Y has really been overtaken by "Millennials" or "Gen M" - "they" didn't like "Gen Y" describing them.

soneal: (14:51) I cried all night long.

Sophie Brookover: (14:51) My 5th grade class watched the Challenger explosion happen on TV.

John Oliver: (14:52) Me too.

soneal: (14:52) Landing on the moon

Kathy Schalk-Greene: (14:52) JFK shot  
Nancy Madacsi: (14:53) Kennedy's being shot  
John Oliver: (14:53) Not ONE event, but something like "just say no"  
Sophie Brookover: (14:53) There was a spate of major musician deaths when I was in college:  
Kurt Cobain, Tupac Shakur, Notorious BIG.  
Paula Manzella: (14:53) Challenger, Death of Dale Earnhart, 9/11  
Laura Butler: (14:53) 9/11  
Robert Lackie: (14:53) Challenger - I was in elementary school  
Nancy Madacsi: (14:53) I was in high school taking a test when the event occurred  
John Oliver: (14:54) Berlin wall coming down  
Robert Lackie: (14:54) Shooting of Reagan  
Glynis Wray: (14:54) Most of the same ones listed but also Reagan shooting in DC  
Ana Sanchez: (14:54) 9/11 tsunami in indonesia earthquake in haiti  
Kathy Schalk-Greene: (14:54) Understanding different world views  
Nancy Madacsi: (14:54) Would like to motivate others to become better students and employees  
Laura Butler: (14:54) Different communication methods for different generations.  
Joanne Roukens: (14:55) To stand in another person's shoes is a big insight to who they are  
Paula Manzella: (14:55) help with the various staff in management  
Paula Manzella: (14:55) as a manager, I mean  
John Oliver: (14:57) Being the bridge between "traditional" and "next wave"  
John Oliver: (14:57) The tension associated with that bridging  
Alisha Crawford: (14:57) For me I seem to be able to get both sides meaning I can kinda relate  
Alisha Crawford: (14:57) to both  
Paula Manzella: (14:58) Alisha is right - we have the advantage to being part of both  
Sophie Brookover: (14:58) I agree, Alisha -- I feel like we're in a translator position b/w Boomers & GenY/Millennials.  
Paula Manzella: (14:58) We teach the Boomers to use the Millennials  
Sophie Brookover: (14:58) I definitely do identify more with GenY than Boomers, but my parents are Boomers, and so are all their friends, so I feel pretty comfortable w/them, too, most of the time.  
Nancy Madacsi: (14:59) I started working with technology in the 1970's.  
Sophie Brookover: (14:59) <insert epic eye-roll here>  
Joanne Roukens: (14:59) Frankly, I rarely think about generational differences. It's only when a current event reference comes up do I realize that we are not all the same age!  
Sophie Brookover: (15:00) (the eye roll is not related to you, Nancy -- to helicopter parenting!)  
Glynis Wray: (15:00) cable and the remote hundreds of channels now-- about 8 when we were young  
Paula Manzella: (15:01) Glynis - we had 8 as well and three were PBS!  
Nancy Madacsi: (15:01) I recall milkmen and breadmen bringing milk and baked goods to our home.  
Sophie Brookover: (15:02) I had to explain that concept to my daughter the other day. We were reading Betsy-Tacy and she didn't know what the baker's boy was.  
Paula Manzella: (15:02) Can we post outside links here for a related article?

Paula Manzella: (15:02) L A TIMES article on Gen X ...  
<http://articles.latimes.com/2011/sep/25/image/la-ig-beauty-genx-20110925>

Joanne Roukens: (15:02) The chat room is for sharing! Go ahead!

Nancy Madacsi: (15:03) We didn't have a TV set until I was in the first grade. No grocery stores until about the 3d or 4th grade. Grew up in rural Ohio, under a rock.

Robert Lackie: (15:03) If Gen Y (aka Gen M) use cell phones constantly and nearly two-thirds admit to admit to texting while driving, life expectancy could go down! ;)

Sophie Brookover: (15:07) That's a lot of shared national trauma to have experienced.

Paula Manzella: (15:10) Gen X = first generation to live through designer clothes for children - Izod

Sophie Brookover: (15:12) Can you explain what you mean by that, Lori?

Paula Manzella: (15:12) can you say that again, please

Sophie Brookover: (15:12) As in, without citing?

Sophie Brookover: (15:12) Ah. Not in THIS profession!

Sophie Brookover: (15:12) :-)

Paula Manzella: (15:13) The feeling maybe is that Gen X created the content on the internet, so it's "ours"

Sophie Brookover: (15:15) Hah! Neither does my daughter.

Sophie Brookover: (15:15) When we go to someone's house who doesn't have a DVR, it jsut blows her mind.

Paula Manzella: (15:17) Do Millenials have a more international viewpoint as well?

Paula Manzella: (15:19) Thanks.

Sophie Brookover: (15:21) Do you have recommendations about managing teams that encompass multiple generations?

Glynis Wray: (15:21) some of the y characteristics for y can easily be x also.

Sophie Brookover: (15:21) Wonderful!

Nancy Madacsi: (15:21) Oou wireless crashed

Sophie Brookover: (15:21) Thanks for re-joining us!

Sophie Brookover: (15:21) I agree, Glynis.

John Oliver: (15:22) Interesting analysis

Lori Reed: (15:22) <http://pewresearch.org/millennials/quiz/intro.php>

Robert Lackie: (15:22) Do you see a difference in the younger half of Gen M compared to the older half of Gen M?

Sophie Brookover: (15:22) I feel closer to GenY in a bunch of ways -- I don't think "good morning" and "how are you" are a waste of time, at all! And I really hope no-one sees me as ruthless. Yikes.

Robert Lackie: (15:22) I did the quiz a few months ago and even though I am Gen X, the quiz said I was dead in the middle of Millennials.

Sophie Brookover: (15:23) I do kind of hate meetings, though!

soneal: (15:23) Millenials call everyone "guys"

Robert Lackie: (15:23) Thanks!

Glynis Wray: (15:24) scored 55

Sophie Brookover: (15:24) I scored 91. Well, that explains a lot!

Sophie Brookover: (15:25) I felt so bad saying I hadn't read a newspaper in the last 24 hours.

Paula Manzella: (15:25) Scored 40... kind of knew that  
Glynis Wray: (15:25) i check into the app. com a lot.-- but don't read it  
Robert Lackie: (15:28) With every passing/new generation, less and less men join the military-- they have only started collecting data on women and military fairly recently.  
Sophie Brookover: (15:28) Are the numbers of women joining the military going up?  
Paula Manzella: (15:28) We do have the "hive" shelving our books now - they don't seem to be able to do anything alone.  
Robert Lackie: (15:29) Yes, numbers of women entering military are going up because certain career fields are now open to women that once were not, and other reasons  
Joanne Roukens: (15:30) think of how few are becoming nuns or priests!  
Joanne Roukens: (15:30) how few  
Sophie Brookover: (15:30) Yes -- we're seeing far more foreign-born priests in local parishes, according to my Roman Catholic friends.  
Joanne Roukens: (15:31) also in some Protestant churches  
Sophie Brookover: (15:32) ding ding ding!  
Sophie Brookover: (15:32) <3 <3 <3 the flexibility of working from home!  
Kathy Schalk-Greene: (15:34) Get a younger mentor  
Paula Manzella: (15:34) the person was offered another, similar job which had less technology involved.  
Scott Chianese: (15:34) Basic, one on one computer sessions  
Nancy Madacsi: (15:35) I was just able to complete the quiz. I got a 77.  
Robert Lackie: (15:38) In general, Gen Y (Millennials) like to try stuff to find out and see how it works, like video games--they don't mind making mistakes, trial & error.  
Robert Lackie: (15:38) WE are terrified to do that!  
Paula Manzella: (15:38) Robert - so rude  
Paula Manzella: (15:38) \*true  
Paula Manzella: (15:40) We need to change the way we work/communicate with our student assistants  
Robert Lackie: (15:40) We need to realize that we need to teach and communicate differently  
Glynis Wray: (15:40) when building teams, try to incorporate things for all of the groups  
Kathy Schalk-Greene: (15:40) Be more sensitive to differing work styles/preferences  
Paula Manzella: (15:41) We've also started targeting our tech classes towards a generation (e.g., Facebook for "Seniors") rather than "beginners"  
Robert Lackie: (15:41) Learn from each other--the generations.  
Sophie Brookover: (15:41) That is something many boomers & GenX folks are looking at -- the sandwich generation.  
Nancy Madacsi: (15:42) The boomers have already faced the sandwich  
Sophie Brookover: (15:42) Yes! My Mom did.  
Sophie Brookover: (15:42) And I'm sure my sisters & I will, too.  
Nancy Madacsi: (15:42) The sandwich is not pretty  
Robert Lackie: (15:43) I have 9 siblings, ranging from Boomers to Gen Y  
Sophie Brookover: (15:43) Were you able to come to a detente?  
Robert Lackie: (15:43) Communication between us has changed dramatically, recently, with Facebook.

Nancy Madacsi: (15:44) This is why you have such a great grasp of generations

Robert Lackie: (15:44) That is why I co-edited the Teaching Generation M book in 2009--based on my family, Nancy

Joanne Roukens: (15:44) Libraries need to planning right now for Gen Z

Joanne Roukens: (15:44) both

Joanne Roukens: (15:45) Digital learning

Sophie Brookover: (15:45) I think learning is going to become so highly personalized.

Paula Manzella: (15:45) Maybe we won't "see" GEN Z after storytimes are over - just interact with them over the computer

Nancy Madacsi: (15:46) Gen Z may not have the opportunities of other generations

Robert Lackie: (15:46) Generation M2: Media in the Lives of 8- to 18-Year-Olds from the Kaiser Family Foundation--might be a great read for us, published in 2009.

Sophie Brookover: (15:46) Robert, do you have a URL?

Sophie Brookover: (15:46) for that report?

Joanne Roukens: (15:46) I think the need for a common social space will never go away. In person space.

Sophie Brookover: (15:46) I agree 100%, Joanne.

Paula Manzella: (15:46) Homeschooling has also changed the way we relate to this generation as well.

Sophie Brookover: (15:47) Paula, that is very true (and we are planning webinars on that topic for Spring)

Robert Lackie: (15:47) Generation M2: Media in the Lives of 8- to 18-Year-Olds from the Kaiser Family Foundation--might be a great read for us, published in 2009/early 2010:

<http://www.kff.org/entmedia/mh012010pkg.cfm>

Sophie Brookover: (15:47) Thank you!

Nancy Madacsi: (15:47) My grandchildren school in Ohio is stepping back from technology

Nancy Madacsi: (15:48) They are in K-6

Paula Manzella: (15:48) I think the heroes of this generation may be "rolling" depending on who is popular at the time. This is the Disney generation'

priti mody 4: (15:48) lot of kids are reading e books

Nancy Madacsi: (15:48) I agree Disney and game heros

Paula Manzella: (15:49) You've done a great job, Lori. ]

Paula Manzella: (15:49) No problem - but so true.

Robert Lackie: (15:49) I totally agree, Lori: Generational names are works in progress. The changes and labels that once seemed spoton fall out of fashion because generational names are popular culture handiwork. Some are drawn from 1) historic events; 2) others from rapid social/demographic change; and 3) others from a big turn in the calendar.

Sophie Brookover: (15:50) That was me!

Sophie Brookover: (15:50) As a GenY-leaning Gen X-er, I <3 feedback.)

Joanne Roukens: (15:50) Does anyone out there have all of these generations at their library.

Sophie Brookover: (15:50) Yes, please, if you'd like to speak, raise your hand & we'll give your mic a whirl!

Nancy Madacsi: (15:50) I wonder how the economy will impact the generational attitudes

Paula Manzella: (15:50) Yes we do!

Paula Manzella: (15:50) Both staff and customers  
Robert Lackie: (15:51) We do right now.  
Nancy Madacsi: (15:51) Yes we actually do  
Sophie Brookover: (15:51) How is it going at your diverse workplaces?  
Ana Sanchez: (15:51) we have every decade except for 70s working at our library  
Sophie Brookover: (15:51) How are folks working & learning together?  
Nancy Madacsi: (15:51) Our students in the last year or so have become more serious about school  
priti mody 4: (15:51) priti mody yes we do  
Paula Manzella: (15:52) Lori - we have the same here.  
Joanne Roukens: (15:52) PBS Documentary - Digital Media: New Learners of the 21st Century <http://www.pbs.org/programs/digital-media/> The video of the program is in the middle of this page. Real eye opener!  
Sophie Brookover: (15:53) I hear a lot of frustration among younger people who are job hunting and can't find work b/c the job pool is flooded with more highly qualified older workers who were laid off from previous positions.  
Nancy Madacsi: (15:53) Thanks great program  
Paula Manzella: (15:53) Same here, Sophie  
Sophie Brookover: (15:54) The handouts are all posted at the page for this webinar: <http://librarylinknj.org/content/generation-now-communications-teamwork-multi-generational-workplace>  
Kathy Schalk-Greene: (15:54) Thanks, Lori!  
Ana Sanchez: (15:54) Thank you!  
Scott Chianese: (15:54) Thank you!  
Lisa Brownback: (15:54) Thank you  
Alisha Crawford: (15:54) Thanks Much Lori  
Glynis Wray: (15:54) thanks  
Paula Manzella: (15:54) Thanks Lori!  
Lori Reed: (15:54) Thank you all! :)  
Scott Chianese: (15:54) Mary says thanks too!  
Glynis Wray: (15:55) .  
Scott Chianese: (15:55) Yes, Mary Lopez  
Paula Manzella: (15:55) Helps to explain all the vampire YA fiction! Now for the zombies...  
Lori Reed: (15:55) Hi Mary!  
Lori Reed: (15:55) Paula I took a film class that studied that  
Scott Chianese: (15:56) Hi! Lori Thanks!  
Paula Manzella: (15:56) Not sure if I can explain, but seems that fiction is also generational... publishers following the trend  
Paula Manzella: (15:56) of what is popular with each group.  
Lori Reed: (15:56) vampires=blood...inspired by aids and other diseases  
Joanne Roukens: (15:56) Loved the original Dracula novel!  
Scott Chianese: (15:57) Hi! lori Thanks! Mary  
Lori Reed: (15:57) horror characters reflect our fears as society  
Joanne Roukens: (15:57) Anne Rice, not so much.

Paula Manzella: (15:57) Right, but now the boom of GenY with helicopter parents!

Paula Manzella: (15:57) Gary Oldman as Dracula!

Joanne Roukens: (15:57) oh yes, loved Gary!!!!!!

Paula Manzella: (15:58) LOL - sorry - no, helicopter parents buying the books and encourageing publishers to publish more.

Paula Manzella: (15:58) \$\$\$

Sophie Brookover: (15:58) Ah, I see!

Glynis Wray: (15:58) bye

Sophie Brookover: (15:58) Of course, GenY is noted for having more disposable income of their own, too.

Sophie Brookover: (15:58) Bye, Glynis!

Lori Reed: (15:58) bye Glynis

Paula Manzella: (15:58) That is so true.

Sophie Brookover: (15:58) See you all later!

Ana Sanchez: (15:58) Bye and thanks again!

Sophie Brookover: (15:58) Thanks for coming!

Paula Manzella: (15:58) Thanks again for a great discussion.