

## **THE MULTI-GENERATIONAL WORKFORCE**

***Pamela M. Harvit, BSRDH MS CEA***  
Certified International Business Protocol Advisor  
304.343.3790  
[pharvit@suddenlink.net](mailto:pharvit@suddenlink.net)  
[pamharvit.com](http://pamharvit.com)

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### **I. Updates from 2015 Presentation -- Bringing “Court”esy to Your Jurisdiction**

- A. The Powerful Science Behind A First Impression
  - 1. Effects of the Amygdala -- Fear/Anger/Anxiety
    - a. Forty percent of all instructions fall on deaf ears
    - b. Causes poor decision making
    - c. May cause dangerous physiological responses
- B. The Handshake
  - 1. Forms part of first impression
  - 2. First to extend appears more powerful, in control and confident
  - 3. Touches pressure receptors (“Pacinian Corpuscles”)
  - 4. Releases Oxytocin (the “trust and bonding” hormone)
  - 5. Creates positive feelings in the brain
- C. Avoiding “Law Literacy”

### **II. The Multigenerational Workforce**

- A. Introduction
  - 1. Four different and distinct generations in the workforce
    - a. More than a third of all workers have a younger boss
    - b. Each has different and divergent work ethics and values
  - 2. The importance of understanding the general characteristics of each
- B. The Generations – Generally Defined
  - 1. The Traditionalists
  - 2. The Baby Boomers
  - 3. Generation X
  - 4. Generation Y (a/k/a Millennials)
- C. Circumstances and Events That Defined, Shaped and Affected Each Generation
  - 1. Political and social events
  - 2. Economic factors

3. Technology
  4. Advancements in healthcare
  5. Changes in lifestyle
- D. The Effects on Productivity
1. Differing management styles
  2. Effect on employee loyalty
    - a. The shift from “institutional” to “interpersonal”
  3. Use of technology in the workplace
  4. Generational intelligence and workplace characteristics
- E. Capitalizing on Generational Differences in the Workplace
1. Using the strength/experience/enthusiasm of each generation
  2. Recognizing preferred methods of communication of each generation
    - a. Adapting to and using preferred communication methods
  3. Managing the generations effectively
    - a. Messages that can motivate
    - b. Consider cross-generational mentorship pairings to convey:
      - 1.) Knowledge of job-specific skills
      - 2.) “Soft skills”
      - 3.) Professionalism
      - 4.) Office protocol and hierarchy
      - 5.) Leadership
      - 6.) Perspective
      - 7.) Digital literacy
      - 8.) Collaboration
      - 9.) Creativity
  4. Promoting relevance and respect
    - a. Avoiding stereotypes which cause contention

### **III. Breaking Down the Generations in the Legal Practice**

- A. Introduction
- B. The Generations -- Defined
1. The Originals (“Traditionalists”)
  2. The “junior” senior partner (“Boomers”)
  3. The “next gen” partner (Generation X)
  4. The non-equity partner (Generation Y)
- C. Recognizing that Clients are Also Multigenerational
- D. Capitalizing on generational differences in the legal practice

#### **IV. Uniting the Generations by “Breaking Bread”**

##### **A. Dining and the Generational Differences**

##### **B. Navigating a Formal Dinner Setting**

1. Identifying and utilizing bread and other plates
2. Historical significance and placement of the cutlery
3. Eating styles and the use of cutlery
  - a. The main course
  - b. The fish course
  - c. The soup course
  - d. Dessert utensils
4. The stemware
5. The history and use of the napkin
6. “Silent” service codes

##### **C. Wine Etiquette**

1. Identifying, utilizing and holding stemware
2. The “toast”
3. Ordering wine
  - a.) The cork
  - b.) The taste
  - c.) The aroma
4. Storage of wine
5. Decanting
6. Corkage fees
7. Serving “cheap” wine
8. Tips on buying wine