THE MULTI-GENERATIONAL WORKFORCE

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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