

Training Considerations for the Generations

(from *Generations at Work*)

Training “Veterans”

- Use personal touch (i.e., know their background)
- Be respectful and practice manners (use “Sir or Madam”)
- Give them time – especially if learning new technology
- Stress long-term success of Team/Company
- Be considerate of gender roles
- Use older trainers, if possible

Training “Baby Boomers”

- Keep “non-blaming” tone of their actions
- Work toward harmony (avoid confrontations)
- Use tactful coaching skills (ask, don’t tell)
- Let them be a star (public recognition)
- Coach them in planning, budgeting, and coaching

Training “Xers”

- Recognize balance in home and work
- Coach to take responsibility for their issues
- Give constructive feedback
- Take time to have fun (= freedom)
- Use current technology
- Display less text – keep materials brief and “scannable”
- Use lists, bullets, and graphics for important points
- Ask them what they learned

Training “Nexters” or “Gamers”

- Enjoy “mentoring”
- Inventory what they have learned
- Use lots of resources and media
- Strong Team Members
- Need attention and structure
- Very comfortable with technology and expect the “latest & greatest”
- Expect to receive training throughout their working years