

# Generational Issues

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**2017 PILOT ASSISTANCE FORUM**   
**Assisting For A Safer System**

**MAY 23-24, 2017  
ALPA CONFERENCE CENTER  
HERNDON, VA**

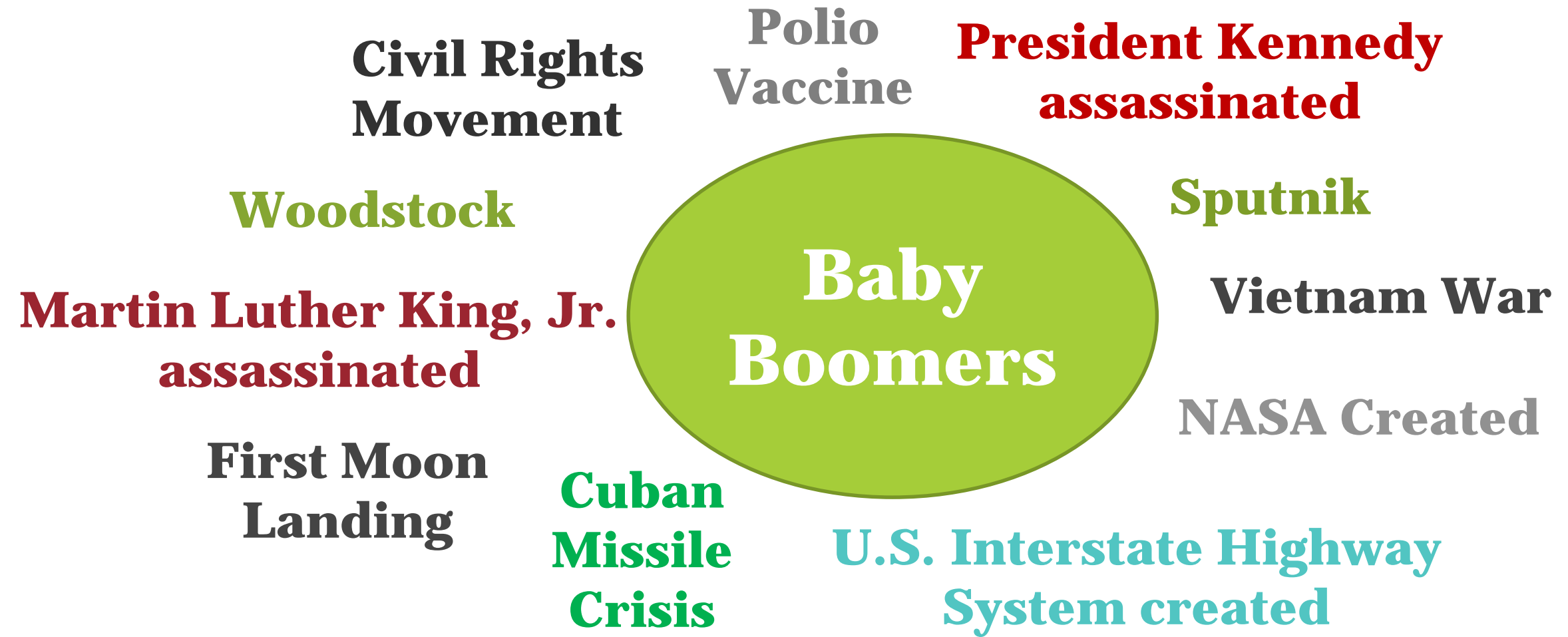


# Five Generations

Generation	Birth Years
Traditionals	1922 – 1944
Baby Boomers	1945 – 1964
Generation X	1965 – 1979
Millennials	1980 – 2000
Generation Z	2001 and later



# Baby Boomer Historical Environment



# Baby Boomer Characteristics

- Believe in growth & prosperity
- Achievement oriented
- Optimistic
- Live to work
- Change agents

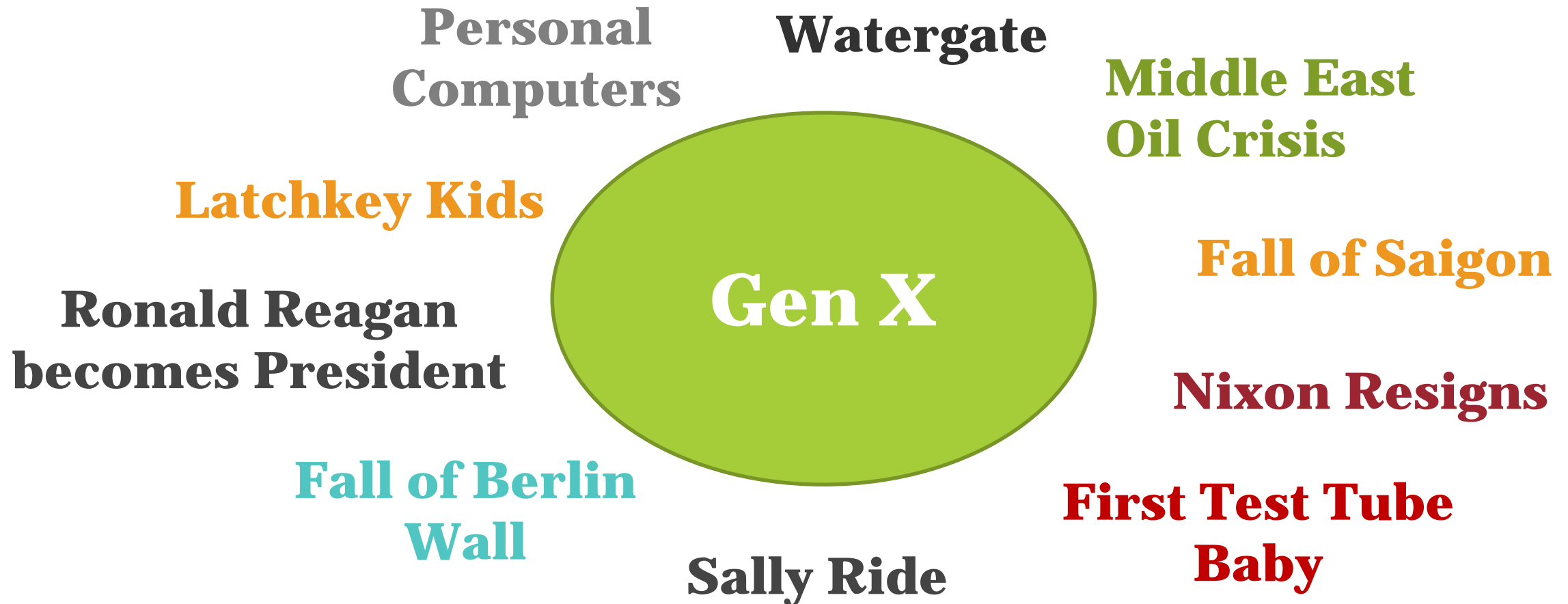


# Baby Boomer Communication

- Interact with them
- Listen first
- Respect their experience
- Answer questions thoroughly
- Offer options



# Generation X Historical Environment



# Generation X Characteristics

- Self-reliant and resourceful
- Informal – unimpressed by authority
- Skeptical
- Work to live
- Tech savvy



# Generation X Communication

- Be direct with facts
- Give immediate feedback / responses / information
- Use technology to communicate
- Let them work it out for themselves
- Work relationship first, friendship later





# Millennial Historical Environment



# Millennial Characteristics

- Born wired to technology
- Collaborative
- Self-confident
- Motivated by meaning & impact
- Work hard / play hard



# Millennial Communication

- Via social networks
- Language is shortened and in code
- Likes to have Mentors
- Build a rapport
- Don't talk down

# What You Can Do

- Don't stereotype
- Focus on generational strengths
- Think good intentions



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