

Generational Issues

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2017 PILOT ASSISTANCE FORUM

Assisting For A Safer System

MAY 23-24, 2017

ALPA CONFERENCE CENTER

HERNDON, VA

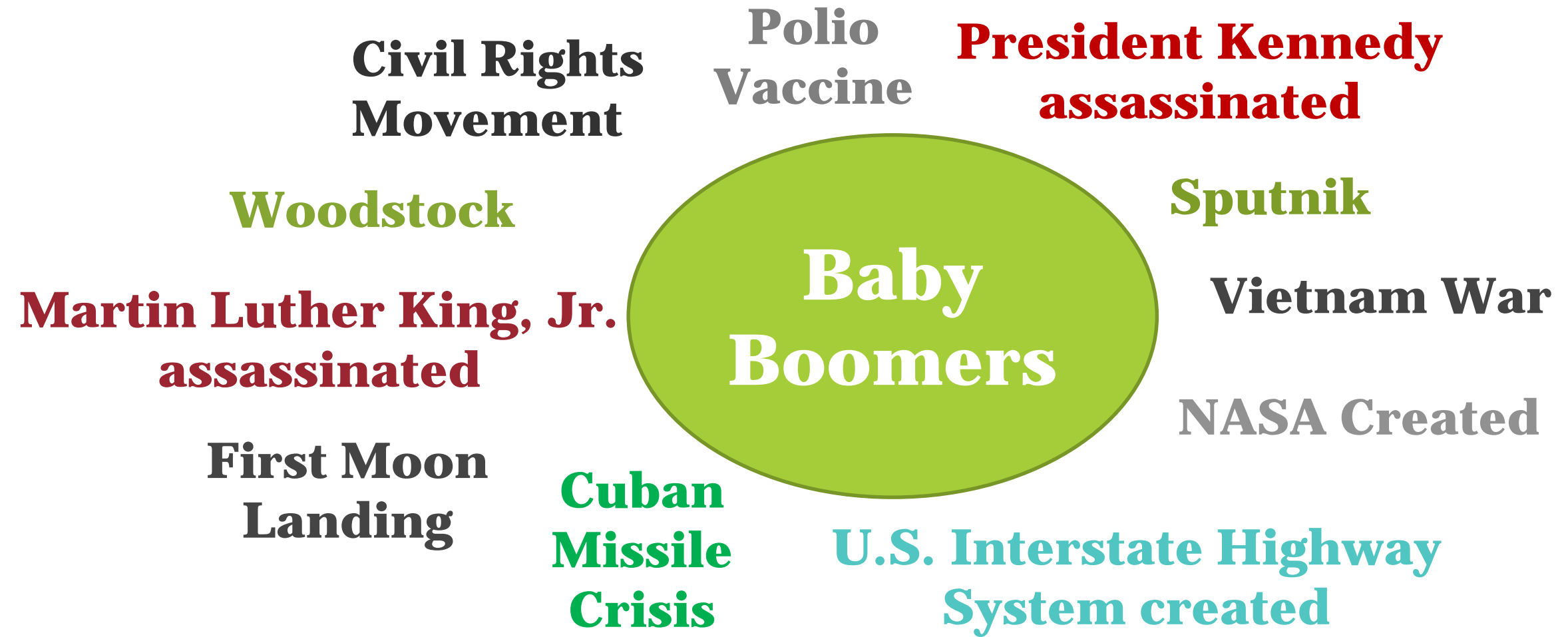


Five Generations

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

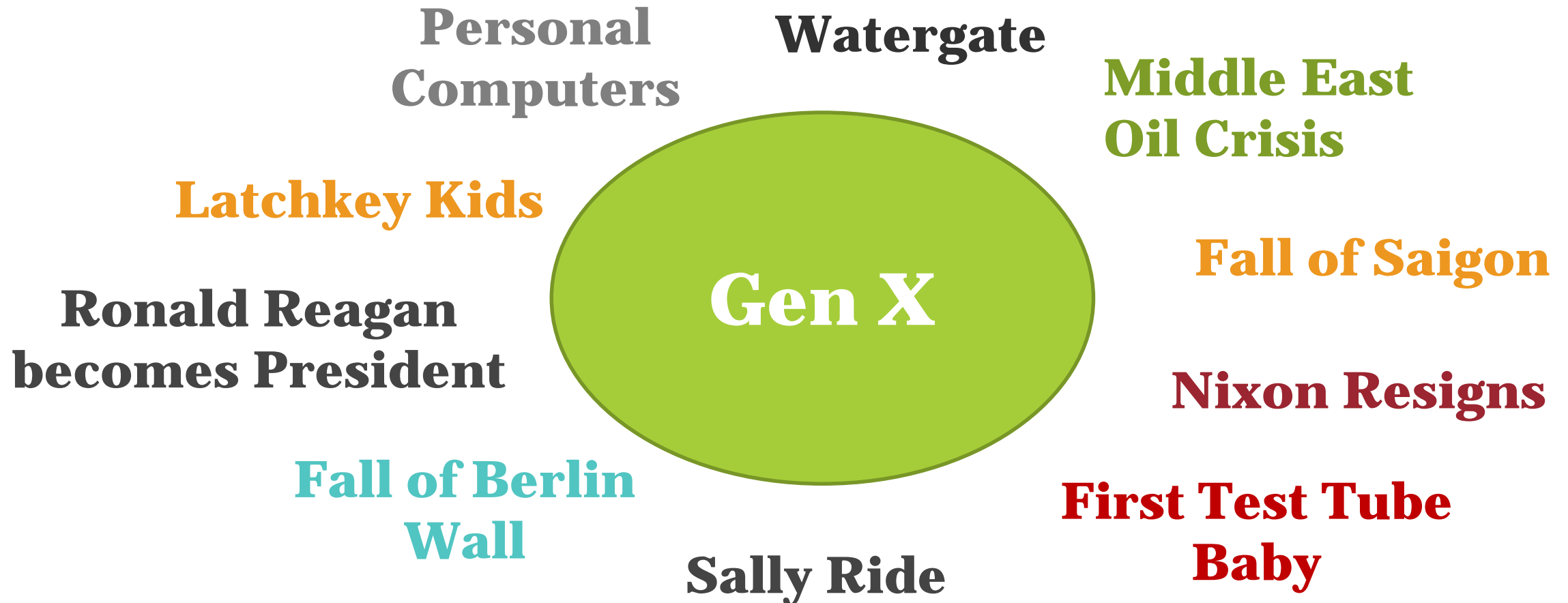


Baby Boomer Communication

- 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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