Managing in a Multi-Generational Workplace

Closing Module:
Summary and Evaluation
Angela L.M. Stopper

Angela has recently joined the Penn State Outreach team as the Global Relationship Manager for Penn State Outreach Global Initiatives. She began her professional career working with Penn State Executive Programs. There, Angela was responsible for facilitating the daily logistical and operational details of the public and single-client program portfolios. Angela was also the lead Program Manager for Executive Programs, managing the client experience for over 300 individuals yearly. As a Client Relationship Manager for Executive Programs, she worked directly with teaching faculty and corporate clients to ensure programs were developed and delivered to meet client needs and exceed their customer service expectations.

Angela began her education at Robert Morris College in Pittsburgh, Pennsylvania where she was the head of the Fund Raising committee for the American Marketing Association. She also served on the Leadership Development Committee, organizing a weeklong Leadership Conference for the students and faculty of Robert Morris College. She transferred to Penn State after a year and a half to take advantage to Penn State’s double-major undergraduate program and broaden her major from marketing to marketing and international business. While attending Penn State, Angela participated in a study abroad program by spending a semester studying business and art in Rome, Italy. She has worked with Penn State Math Options, a program that teaches teen-age girls about career options in business, math and science. She also spent a summer doing volunteer work in Hydaburg, Alaska organizing and teaching at a youth camp there.

Angela holds a Bachelor of Science degree in Marketing and International Business and a Master’s of Science degree in Workforce Education and Development, focusing on Human Resource Development/Organization Development. Her thesis research focused on generational diversity and learning style differences. She is currently a PhD candidate in Penn State’s Workforce Education and Development program.

Angela is married to Ben Stopper, a Network Engineer for L. Robert Kimball and Associates. Angela and Ben live in State College with their three cats and enjoy all that Happy Valley has to offer, especially Penn State football! In her free time, she enjoys traveling, outdoor activities such as hiking, kayaking, rock climbing, and bike riding, and reading, both for professional development and pleasure.
Module 3 Review

• Managing Generational Diversity
  – Ideal leader / instructor
  – Preferred work environment / classroom
  – Key job / learning motivators
  – Generational Management Decision Tree
Wrap Up Activity

• This morning we’ve gone through numerous exercises meant to help you formalize a plan that will help you successfully manage your multi-generational workforce
• Take a few minutes to write down how the generational differences in members of your team can best be capitalized upon when you return to your workplace
  – What are the first two or three steps that you need to take when you return to the office to begin to capitalize on your generational diversity?
  – What resources will you need to accomplish your plan?
  – Who should you talk to immediately when you return to the office about your plan?
  – What two or three milestones can you set so that you can insure you remain focused and on track with your plan?

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Wrap Up Activity

• What are the first two or three steps that you need to take when you return to the office to begin to capitalize on your generational diversity?

• What resources will you need to accomplish your plan?

• Who should you talk to immediately when you return to the office about your plan?

• What two or three milestones can you set so that you can insure you remain focused and on track with your plan?
Pop Quiz
Which cohort would be totally turned off by this statement?

WELCOME TO DOGBERT’S SEMINAR ON WORK-LIFE BALANCE.

FIRST, REVIEW THIS LIST OF YOUR PRIORITIES.

FAMILY
JOB
EXERCISE
VACATION
MUST-DOS
MEDICAL
EATING
HYGIENE
SLEEP
ROMANCE
HOLIDAYS

YOU HAVE TIME FOR THREE THINGS. WORK AND HOLIDAYS ARE TWO. YOU GET TO PICK THE THIRD.

Which would be ok with it?

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Which cohort does Asok represent?

How about Wally?
Which cohort does Dogbert represent?
Which cohort does the consultant belong to?
Which cohort does Alice represent?
Which cohort do the fighters probably come from?

For which cohort would this be a great incentive?