

	Boomers	Gen X	Millennials
Communication	Face-to-Face or Phone	Voicemail or email	IM or Text
Acknowledgement	Show personal appreciation	Reward with free time or opportunities	Awards and Certificates
How to Show Respect	Treat them as equals	Support training & growth	Value civic duty
Supervision Style That Works Best	Democratic not hierarchical	Give them freedom	Be collaborative
How to Motivate	Tell them “we need you” because	Think globally	Offer coaching & support
How they work best with teams	They are motivated to collaborate but needs to know how this fits the mission of the agency	Give them individual assignments and don’t micromanage	Provide flexibility in assignments and participation
Feedback	Ask for and hear their input	Give timely and specific feedback	Tell them how they make a difference
Professional Developmental Needs:	Offer flexible schedules or phased retirement	Care about their personal goals	Provide the latest technology
What they want from the Org.	Leverage their knowledge	Make it fun	Promote volunteerism
They value	Teamwork	Diversity	Technical advancements