Why Is This So Hard?

Using Emotional Intelligence to Improve Team Dynamics Across Generations

Facilitated by Jill Hauwiller
Executive Coach, Speaker, Leadership & Career Consultant

Leadership Refinery
Humans Are Complex Beings
Why Care About Generations?

To be successful, we have to understand each other.
Events That Shaped Generations

Baby Boomers = 76 Million

- Defining events and trends: Television, suburbia, Vietnam, Civil Rights movement, Cold War
- Place great importance on teamwork and interpersonal relationships
- Take pride in working long hours to get ahead
- Enjoy receiving public recognition and rewards
Events That Shaped Generations

Generation X (Lost) = 55 Million

- Defining events and trends: Computers, MTV, Watergate, latch-key kids, fall of the Berlin Wall
- Trust authority only if accompanied by competence; practical and skeptical
- Consider results to be more important than tenure or hours worked; strive for work-life balance
- Want to have input on how they do things
Events That Shaped Generations

Generation Y (Millennials) = 66 Million

- Defining events and trends: Advanced technologies, Oklahoma City bombing, Enron, 9/11, TV talk shows
- Self-reliant and independent; seek opportunities to explore new paths
- As kids, surrounded by affluence and led busy lives
- Extensive use of technology at home and work
Events That Shaped Generations

Generation Z = 69 Million

- Defining events and trends: Life post-9/11; exposure to violence, social media, real-time notifications
- Conscientious, sensible, hard-working, somewhat anxious and mindful of the future
- Take in information instantaneously, and lose interest just as fast
- Multiculturalism; African American President, same sex marriage
- Digital mavericks/entrepreneurs
Leadership Qualities Valued

**Overall**
1. Motivating others
2. Coaching
3. Managing stress
4. Being accountable
5. Willingness to let go of established beliefs

**Generation Z**
1. Managing stress
2. Motivating others
3. Sensitivity, respect
4. Adaptability, open to change

**Millennials**
1. Willingness to let go of established beliefs
2. Coaching
3. Motivating others
4. Managing Information
5. Courage

**Generation X**
1. Coaching
2. Tolerant of frustration
3. Motivating others

**Boomers**
1. Accountability
2. Planning
3. Even disposition
4. Courage
5 Key Categories, 15 Key Skills

1. Self Perception
2. Self Expression
3. Interpersonal
4. Decision Making
5. Stress Management
1. Self Perception

**Self-Regard** - Confidence

**Self-Actualization** - Continuous Development

**Emotional Self-Awareness** - Understanding My Emotions
Know first who you are then adorn yourself accordingly

Epictetus
Generational Clash? Career Goals

B: Build a **stellar** career
X: Build a **portable** career
Y: Build a **parallel** career
Z: Build a **safe** career
2. Self Expression

**Emotional Expression** - Saying How You Feel

**Assertiveness** - Standing Up for Yourself Effectively

**Independence** - Standing On Your Own Two Feet
“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – that is not easy.”

~Aristotle
Generational Clash? Communication

B: I’ll meet you person
X: I’ll email you
Y: I’ll text you
Z: We’re always connected
3. Interpersonal

Interpersonal Relationships - Developing and Maintaining Mutually Beneficial Relationships

Empathy - Recognizing and Appreciating How Others Feel

Social Responsibility - Contributing to Society
"We rise by lifting others."

-Robert Ingersoll
Generational Clash? Social Causes

B: Civil rights
X: Human rights
Y: Wealth inequality
Z: Mental health?
4. Decision Making

**Problem Solving** - Effectively Managing Emotions When Solving Problems

**Reality Testing** - Seeing Things as They Really Are

**Impulse Control** - Ability to Resist or Delay Impulses
I AM NOT A PRODUCT OF MY CIRCUMSTANCES.
I AM A PRODUCT OF MY DECISIONS.

Stephen Covey
Generational Clash? Education

B: A birthright
X: A means to an end
Y: An incredible expense
Z: Worth saving for?
5. Stress Management

**Flexibility** - Adapting to Change Effectively

**Stress Tolerance** - Successfully Coping with Stressful Situations

**Optimism** - Having a Positive Outlook
A DIAMOND IS JUST A PIECE OF CHARCOAL THAT HANDLED STRESS EXCEPTIONALLY WELL.

—unknown
Generational Clash? Recognition

B: Money, title, corner office
X: Freedom
Y: Meaningful work
Z: Working Wi-Fi
5 Key Skill Areas, 15 Key Skills

1. Self Perception
2. Self Expression
3. Interpersonal
4. Decision Making
5. Stress Management
What is Emotional Intelligence?
What is Emotional Intelligence?

Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

• Perceive and express ourselves
• Develop and maintain social relationships
• Cope with challenges
• Use emotional information in an effective and meaningful way
What Emotional Intelligence is Not

Cognitive Intelligence (IQ)

• EQ and IQ are not highly correlated
Emotional Intelligence & Generations

• IQ is set and peaks around 17 years of age
• EQ is not fixed and rises steadily with age, experience, and conscious effort
  • Average EQ for people ages 60+ is $6$ points higher than people ages 18-29
Change your thoughts and you change your world.

-Norman Vincent Peale
5 Key Skill Areas, 15 Key Skills

Self-Perception
- Self-Regard
- Self-Actualization
- Emotional Self-Awareness

Decision Making
- Problem Solving
- Reality Testing
- Impulse Control

Stress Management
- Flexibility
- Stress Tolerance
- Optimism

Interpersonal
- Interpersonal Relationships
- Empathy
- Social Responsibility

Self-Expression
- Emotional Expression
- Assertiveness
- Independence
STICKING POINTS
How to get 4 generations working together in the 12 places they come apart
HAYDN SHAW
Foreword by Stephen M. R. Covey

TALENT AND GENERATION
How visionary organizations are redefining work and achieving greater success
SARAH L. SLADEK
Author of The End of Membership as We Know It and Knowing Y

PASSED OVER AND PISSED OFF
The Overlooked Leadership Talents of Generation X
Dr. Mia Mulrennan with Tom By

MIND YOUR X’S AND Y’S
Satisfying the 10 Cravings of a New Generation of Consumers
LISA JOHNSON
Creator of Don’t Think Pink
Overview of Your Results

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Names: Tom, Age: 42, Gender: Male
Take Action
Q&A