



StandardAero
Component Services

Communication: Impacting the future



- Principles of effective communication
- Build rapport with your team
- Create a work environment conducive to building up the younger workforce
- Discuss generational perceptions

Generational Perceptions

Find out how well you identify with people from different generations in the workplace. First, read through each *Paradigm Category* and select the response that most closely relates to your feelings/stance on the topic. Next, complete *Box A* and *Box B*, and then answer the *Questions To Consider*. Finally, review the *Generational Interaction Strategies* for tips and suggestions on how to improve inter-generational communication.

1	WORK ~ LIFE BALANCE
<input type="checkbox"/>	I work hard at work to enjoy life at home; I want to live life now, not just when I retire.
<input type="checkbox"/>	I work when necessary, not all the time; vacations don't replace excessive work time.
<input type="checkbox"/>	I work to provide for my family, to give them a better life; I need to slow down a bit.
<input type="checkbox"/>	I work hard at work and at home in order to get ahead; I'm considered a "workaholic."
2	WORKPLACE MOTIVATION
<input type="checkbox"/>	Work gives me fulfillment; I work knowing that my job makes a difference.
<input type="checkbox"/>	Work is a difficult challenge; I like doing things my way & bending rules if necessary.
<input type="checkbox"/>	Work is an exciting adventure; I feel valued/needed when people appreciate what I do.
<input type="checkbox"/>	Work is a duty; I take great pride in my work and will gladly share my experience.
3	WORK RELATIONSHIPS
<input type="checkbox"/>	I'm independent & a team player as needed; mutual respect is vital in the workplace.
<input type="checkbox"/>	I'm independent, but care about what others think; I like meetings & working on teams.
<input type="checkbox"/>	Everyone is equal at work; I like to work alone & don't let what others think upset me.
<input type="checkbox"/>	I like teamwork/creative people; I'm impatient; I don't worry about what others think.
4	JOB SECURITY / LOYALTY
<input type="checkbox"/>	I want long-term opportunities to grow & move up; I'm loyal to my employer.
<input type="checkbox"/>	Long-term stability is very important to me; I am loyal to my employer.
<input type="checkbox"/>	I am always looking for ways to express my interests & passions; I'm loyal to myself.
<input type="checkbox"/>	I always look for opportunities to learn & enhance my skills; I am loyal to my skills.
5	COMMUNICATION IN THE WORKPLACE
<input type="checkbox"/>	E-mail is the most efficient way to communicate in the workplace.
<input type="checkbox"/>	I prefer IM and text messaging when dealing with clients and coworkers.
<input type="checkbox"/>	The personal touch is important; face-to-face meetings build rapport.
<input type="checkbox"/>	I prefer face-to-face meetings and telephone calls to foster relationships.
6	MANAGING & FEEDBACK
<input type="checkbox"/>	It's important to receive coaching, feedback and advice from managers on a daily basis.
<input type="checkbox"/>	I am a self-manager & prefer a "trust but verify" approach; feedback is uncomfortable.
<input type="checkbox"/>	I like a "hands-off" manager & being part of decision-making; feedback is what it is.
<input type="checkbox"/>	I like a chain of command and don't ask too many questions; no news is good news.

← Turn Over →

7	WORK ETHIC
<input type="checkbox"/>	I do what's expected every day; job performance correlates to number of hours worked.
<input type="checkbox"/>	I have a strong work ethic and believe it's important to work until the job is done.
<input type="checkbox"/>	I work hard & believe checklists/direction & contingency plans are essential to success.
<input type="checkbox"/>	I value participation more than individual achievement; I like flexible work schedules.
8	CLIMBING CAREER LADDERS
<input type="checkbox"/>	Competition and "survival of the fittest" systems foster career development.
<input type="checkbox"/>	Tenure, loyalty and adherence to company policies/rules should be rewarded.
<input type="checkbox"/>	Lateral movement is okay when it challenges and enhances long-term career goals.
<input type="checkbox"/>	It's important to be self-sufficient and acquire as many transferrable skills as possible.
9	LIVE TO WORK vs. WORK TO LIVE
<input type="checkbox"/>	Work is a means to an end and does not define who I am as a person.
<input type="checkbox"/>	I work to live and need variety and fun to avoid boredom in the workplace.
<input type="checkbox"/>	Work defines who I am; I will make personal sacrifices for the good of the company.
<input type="checkbox"/>	My identity is closely aligned with my profession; work provides personal fulfillment.
10	WORK ATTITUDE
<input type="checkbox"/>	I am confident, connected, good at multi-tasking, outgoing, and a social network user.
<input type="checkbox"/>	I'm skeptical, prefer a common-sense approach, and an informal and fun workplace.
<input type="checkbox"/>	I am optimistic & like to be involved and satisfied; it's my duty to question authority.
<input type="checkbox"/>	Duty before fun; I respect authority, prefer structure and follow rules without question.
11	MONEY MATTERS
<input type="checkbox"/>	I prefer to pay cash whenever possible; I also like to save money for a "rainy day."
<input type="checkbox"/>	I save money when I can, pay cash sometimes, and am comfortable buying on credit.
<input type="checkbox"/>	I am very cautious when spending money; it's important to save every penny possible.
<input type="checkbox"/>	Money is earned to be spent; making purchases with cash or credit cards is fine by me.
12	WORKPLACE REWARDS
<input type="checkbox"/>	Excellent employees/work should be recognized with bonuses and promotions.
<input type="checkbox"/>	Do the job and do it right; satisfaction comes from a job well done; promotions will result.
<input type="checkbox"/>	I must enjoy what I'm doing to be satisfied; meaningful work is its own reward.
<input type="checkbox"/>	Finishing tasks is satisfying; freedom to do what I want on my time is the best reward.
13	GENERATIONAL PERCEPTIONS
<input type="checkbox"/>	Employees are out-of-date & too rigid; or overly needy & demand too much attention.
<input type="checkbox"/>	Employees don't care about me; they are self-reliant & unwilling to share information.
<input type="checkbox"/>	Employees are obsessed with technology and speed; they do not respect tradition.
<input type="checkbox"/>	Employees expect way too much, are unappreciative and too casual/informal at work.

What is communication?



Why is communication important?



Levels of Communication

Verbal



Paraverbal



Nonverbal



Listening



- We listen at 125-250 wpm, think at 1000-3000 wpm
- 75% of the time we are distracted, preoccupied, or forgetful
- 20% of the time, we remember what we hear

Hearing vs. Listening



Listening: physical and mental process, unnatural, active, effort



Hearing: physical process, natural, passive, no effort

Communication Barriers

Internal vs. External noise

Rushing/Deadlines

Experience

Unfocused

Distractions

Perceptions

Assumptions & Judgments

Baggage

Relationship with the person

Generational



Tell me about the millennial generation?

Who are Millennials

- Born between 1980-2000
- 80 million in the United States
- Ethically diverse group
- Grew up alongside social media
- 50% will be in the workforce by 2020
- 75% by 2030
- “Gen Y” or “MElennial Gen”



Millennial Perceptions

- ME generation
- Parenting
- Entitlement
- Obsessed w/Technology
- Instant gratification
- Flexible work environment

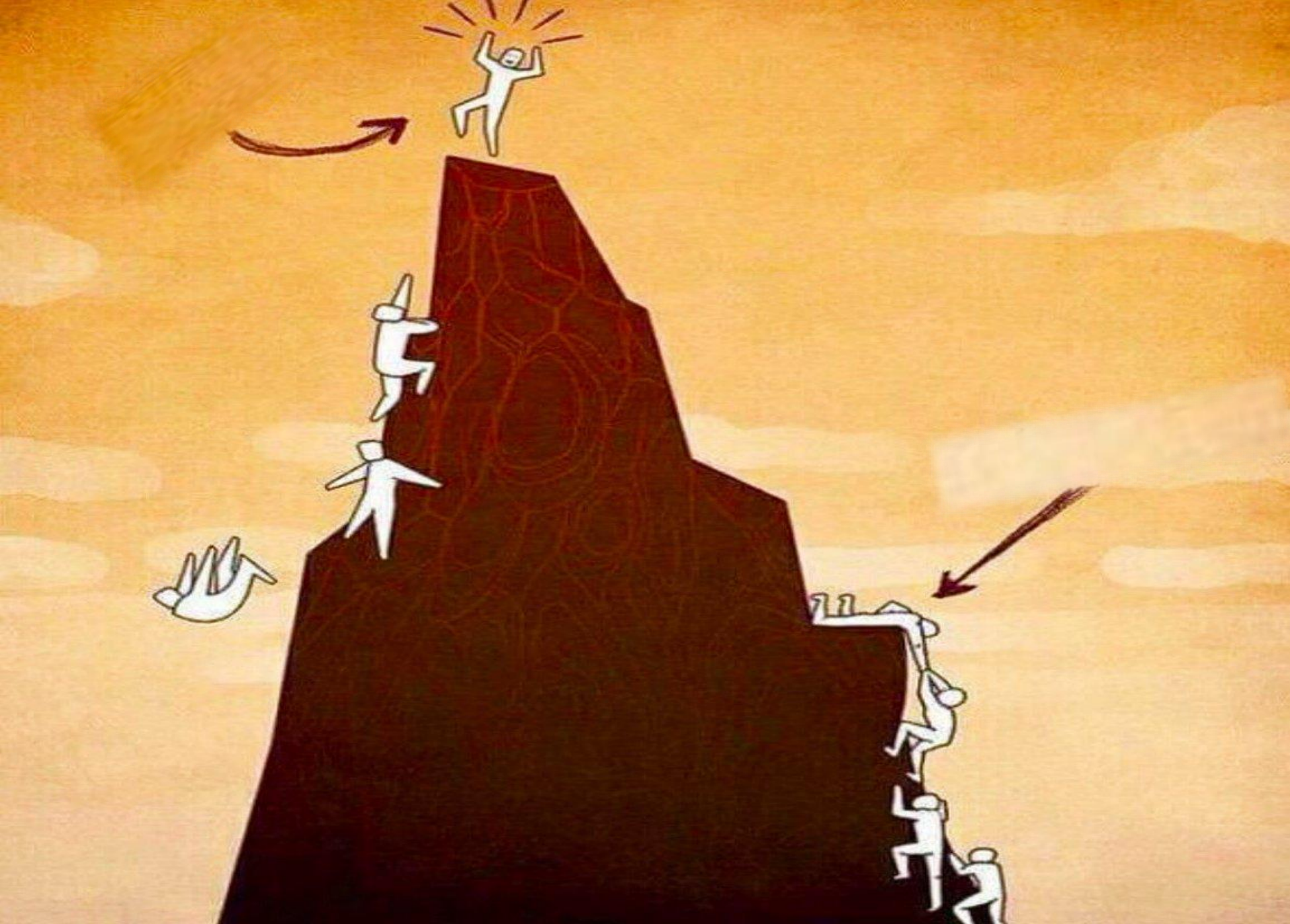




- **Unclear Career Path**
- **Lack of advancement and/or creativity**
- **Excessive overtime hours ~ leading to burnout**
- **A work environment that fosters silos**
- **Lack of flexibility**
- **Limited Resources**
- **Lack of accountability**



- **High employee satisfaction**
- **Open communication & feedback**
- **Teamwork encouraged**
- **People before profits**
- **Sharing ideas is accepted**
- **Innovation / Creativity**
- **Employee loyalty ~ interesting work**
- **Higher Productivity**
- **Succession planning**





Boss	Leader
Drive employees	Coaches
Depends on authority	Generates Enthusiasm
Fosters a toxic environment	Fosters an open environment
Says "I"	Says "We"
Blames others for problems	Solves problems together
Knows how its done	Shows how it is done
Takes credit	Gives credit
Commands	Asks
Leads by fear	Develops people by encouragement and empowerment

BOSS

LEADER

What do your people want, a boss or a leader? Which do you prefer?



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Generational

Breaking Communication Barriers

Establish rapport

Share knowledge & expertise

Know yourself

Listen with purpose

Set clear expectations

Invest in growth

Allow failure

Be transparent

Let them get involved

Provide a safe environment

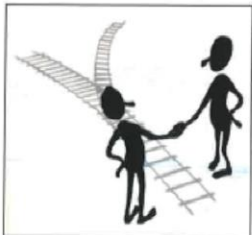
Learn & use names

Generational Interaction Strategies

Who Are You?

Who we were is who we are. For better or worse, the environment we grew up in –family life, neighborhood, world events, the economy, technology, music, fashion, politics, etc.– shaped our lives.

To a great extent, what we experienced then influences us now, guiding how we view and appreciate our lives today. We carry this generational "baggage" (beliefs, values, biases, etc.) into everything we do; it's part of our identity.



Bridge The Generation Gap

Mutual respect is the key to all successful interactions; strive to become "cusper," one who bridges gaps between generations.

To avoid generational stereotypes, utilize the following approach: seek first understand, then to be understood. This allows you to view people as individuals, understand where they are coming from, and accept them for who they are.

Once you know people better, find ways to leverage similarities and differences the workplace. As a result, you will enhance generational interactions and form powerful relationships at work and in your personal life.

Generational Adaptation

Become aware of how your assumptions –baggage– influence your interactions with people from different generations. Do not automatically approach these interactions with apprehension, fear, preconceived notions and negativity, then you may change your mindset.

To change how you view these individuals, try looking at things from different perspectives. Use empathy –put yourself in their shoes– and take an interest in what interests them. We learn a lot about, and from, one another when we make sincere efforts to do so. Other adaptation suggestions include:

- ✓ Avoid generational jargon, words and phrases not widely understood by many people.
- ✓ Be attentive; look and listen for signs of disconnect via spoken words & body language.
- ✓ Ask clarifying questions; be sure to share your thoughts and ideas during interactions.
- ✓ Be open to different modes of communication: face-to-face, e-mail, telephone, IM, etc.
- ✓ Take time to read literature, watch TV shows, or listen to music that spans generations.

Make Efforts To Engage & Connect At Work

Traditionalists

Seek Traditionalist perspectives and advice. Engage their wisdom and wide range of experience in cross-generational teams whenever possible.

Baby Boomers

Recognize Boomer hard work and reward them. They are competitive by nature; leverage this quality in healthy ways to enhance work relationships.

Generation X

Gen Xers are eager for development opportunities that apply to their careers, not just their jobs. Encourage them to engage in mentor relationships with people from different generations.

Millennials

Millennials prefer flexible work schedules and short-term tasks and assignments. They thrive in collaborative, fun work environments. Utilize



Directions: Statements are color-coded to represent generational perceptions attributed to each age group.

1. In **Box A**, identify which generation you are from.
2. Record the number of responses you selected for each color in **Box B**.
3. Reflect on your results by answering the *Questions To Consider* in **Section C**.
4. Review the *Generational Interaction Strategies* and share your ideas.

A	Which Generation are You?
<input type="checkbox"/>	Traditionalist {1920-1945}
<input type="checkbox"/>	Baby Boomer {1946-1964}
<input type="checkbox"/>	Generation X {1965-1981}
<input type="checkbox"/>	Millennial {1982-2003}

B	Tally of Your Generational Responses	Total
	Traditionalist {1920-1945}	
	Baby Boomer {1946-1964}	
	Generation X {1965-1981}	
	Millennial {1982-2003}	

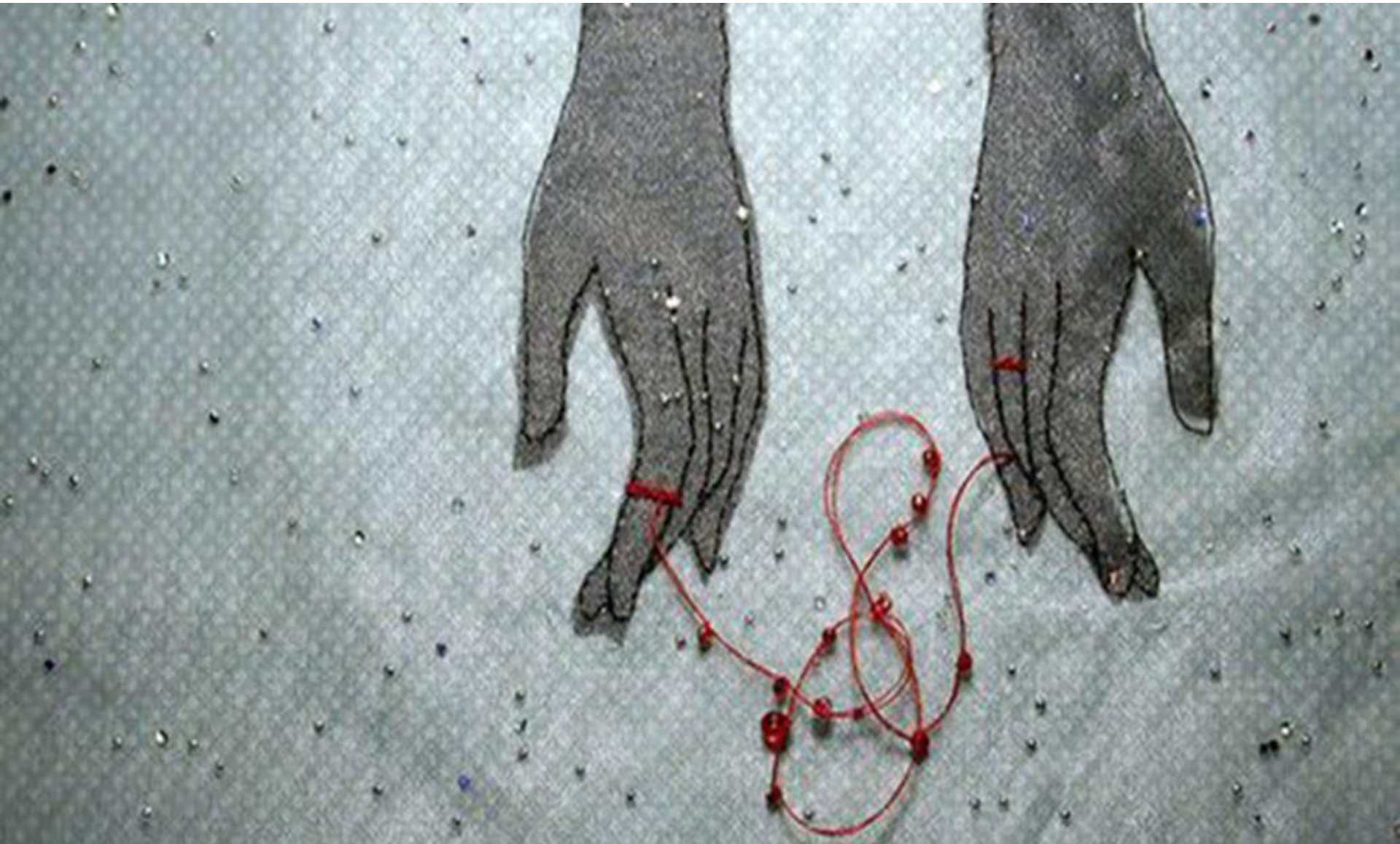
C	QUESTIONS TO CONSIDER	
Based on your response tally, which generation do you most associate with?	Traditionalist	Baby Boomer
	Generation X	Millennial
Is this your generation?	YES	NO
Why didn't all of your responses match those associated with your generation?		
Comment on any surprises that came to your attention during this exercise.		
In the future, how will you interact differently with people from another generation?		
List major "take-aways"/ what you have learned.		

← Turn Over →

Reversing the trend



The invisible thread



Closing the generation gap



The generation “gap” is not as big as you and I may think.



Principles of effective communication

- ME generation
- Parenting
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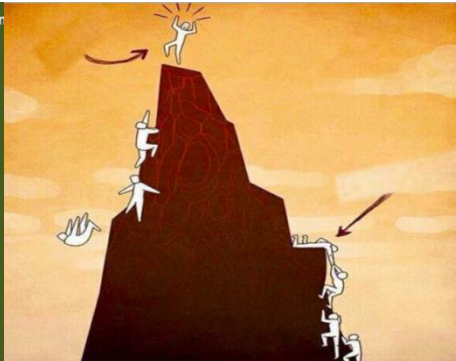
Millennial history & Perceptions



- Unclear Career Path
- Lack of advancement and/or creativity
- Excessive overtime hours ~ leading to burnout
- A work environment that fosters silos
- Lack of flexibility
- Limited Resources
- Lack of accountability



- High employee satisfaction
- Open communication & feedback
- Teamwork encouraged
- People before profits
- Sharing ideas is accepted
- Innovation / Creativity
- Employee loyalty ~ interesting work
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Millennials: Open vs. closed environment, boss vs. leader Reflection: Which do you prefer? A boss or a leader.

- Establish rapport
- Know yourself
- Set clear expectations
- Allow failure
- Let them get involved
- Share knowledge & expertise
- Listen with purpose
- Invest in growth
- Be transparent
- Provide a safe environment
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Breaking communication barriers



Closing the perceived generational gap