

EVERYONE LEARNS DIFFERENTLY

GENERATION	BIRTH YEAR	KEY QUALITIES	WANT	COMFORT WITH TECHNOLOGY
MATURES (77-97 years old)	1925 - 1945	Respect hierarchy & authority Use indirect communication to avoid upsetting the order	Recognition for qualifications & experience	Least technologically savvy of all generations
BABY BOOMERS (76-58 years old)	1946 - 1964	Hard working Task focused Achievement oriented Less likely to seek regular feedback Recognize & accept hierarchical approaches	Teamwork Face-to-face contact	Familiar, but generally wary

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GENERATION	BIRTH YEAR	KEY QUALITIES	WANT	COMFORT WITH TECHNOLOGY
GENERATION X (57-41 Years Old)	1965 - 1981	Impatient Goal oriented Hungry for knowledge	Structured development & regular feedback On-the-job learning	Reasonably tech savvy
GENERATION Y (40-28 Years Old)	1982 - 1994	Expect fluid communication & regular feedback Value development & expect opportunities quickly More likely to challenge authority	Collaborative work Flexibility to act “Learning while coaching”	Fully embedded
GENERATION Z (27-10 Years Old)	1995 - 2012	At entry point of workforce Cautious & private	We’re still learning....	Highly networked & tech aware

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STEP TRAINING

1. Preparation
2. Presentation
3. Demonstration
4. Follow-up

PREPARATION:
What is needed for
the trainer and
trainee? Who will be
involved? When?

1

PRESENTATION:
Show them the task
breakdown.

2

DEMONSTRATION:
Ask them to show
you the task
breakdown.

3

FOLLOW-UP:
Coach and correct, as
necessary.
Re-evaluate the need
to repeat steps 2 and 3.

4

Create the plan

