

CULTURAL COMPETENCY CORNER

A MONTHLY PUBLICATION FOR THE EMPLOYEES OF
RISE SERVICES, INC.

Dear Rise Employee:

In this edition of the Cultural Competency Corner, we will spend a little time discussing the current working generations and the implications in the workplace. We want this insight to add to the collaborative spirit that exists at RISE. We hope you enjoy this edition.



**Steven Hunter,
Diversity Officer**

Steven Hunter, Diversity Officer
Rise Services, Inc.
Email: steveh@riseservicesinc.org
Phone: 480.799.6765

This newsletter is designed with you in mind. If you have content ideas, cultural events, or cultural celebrations to share, please forward them to Steven Hunter for consideration.

RISE CORPORATE VALUES



JUNE WAS SELECTED AS THE MONTH LGBTQ HISTORY AND PRIDE WOULD BE CELEBRATED. ACROSS THE WORLD PRIDE MONTH IS USED TO ACKNOWLEDGE THE INFLUENCE THE LGBTQ COMMUNITY HAS HAD IN SOCIETY, ON COMMUNITY, IN POLITICS, ON CULTURE AND IN THE ARTS.

IN JUNE 2021, PRESIDENT JOE BIDEN ESTABLISHED THE JUNETEENTH NATIONAL HOLIDAY. THE HOLIDAY COMMEMORATES THE DAY SLAVERY OFFICIALLY ENDED FOR ALL AFRICAN AMERICANS IN THE UNITED STATES. ON JUNE 19, 1865, UNION SOLDIERS ARRIVED IN GALVESTON TEXAS TO DELIVER GENERAL ORDER #3, WHICH OFFICIALLY ENDED SLAVERY IN THE STATE.



GENERATIONS IN THE WORKPLACE

Multiple generations (as many as five) are currently working in US businesses and organizations. These generations have diverse work habits and ethics, values and belief systems, communication preferences, and conflict resolution skills. Culturally competent organizations are proactive in understanding this diversity and are strategic in preparing the workforce to work collaboratively.

GENERATIONAL CHARACTERISTICS

The **Traditionalist** generation (1930-1945) makes up 2% of the workforce. They are known to be loyal to their employers and expect loyalty in return. They are hard-working, punctual, and respect authority.

The **BabyBoomer** (1946-1964) is the largest generation. Members of this generation were some of the first in their families to graduate college. Many were opposed to war efforts and were supporters of the Civil Rights Movement. They are known to be driven and committed to their professional goals.

Generation X (1965-1980) employees are known to be fiercely independent, resistant to authority, less loyal to their employers, and adverse to micromanaging. **Generation X** is one of the first generations to demand balance in their work and home lives.

Generation Y/Millennials (1981-1994) are adept with technology. They were raised in very supportive environments. Often called the trophy generation, they were known to be recognized for participation as well as achievement. This generation is marked by confidence, social awareness, and the desire to make a real and lasting impact on the world.

Generation Z (1995-2012) is the most capable with technology. They were literally born with computing devices inside of their baby toys. This generation has earned a reputation of being politically and financially astute. They are also one of the most accepting generations when it comes to issues of diversity, equity, and inclusion.

IMPLICATIONS IN THE WORKPLACE

Each generation has unique characteristics, preferences, and skills. Sometimes this uniqueness causes conflict in the workplace. The best way to minimize this conflict is to understand the differences and cultivate an organizational culture where diversity is welcomed and accepted. Greater understanding begins with having a conversation with people across generations and with establishing clear workplace expectations.

Some of the most common areas of conflict involve issues with:

- communication
- authority and respect
- work habits
- work ethic
- espoused vs. lived values

For all the differences that exist between the generations, there is also a great deal of similarity. Each generation wants to:

- receive feedback on their performance
- have respect and dignity while working
- feel as though their work matters
- have opportunities to grow and advance
- have work-life balance

Understanding the things we have in common allows us to build connections and increased understanding with each other. These are the best steps toward a culturally competent workforce.

WHAT ARE THE VALUES OF DIFFERENT GENERATIONS



Traditionalists

adherence to rules, discipline, family focus, hard work, and trust in the government



Generation X

balance, diversity, lack of loyalty to an organization, and a global mindset



Baby Boomers

anti-war, anti-government, equal rights, involvement and personal gratification



Millennials

achievement, fun, civic duty, sociability and self confidence