UNDERSTAND PEOPLE AND...

YOU'LL BE MORE SUCCESSFUL

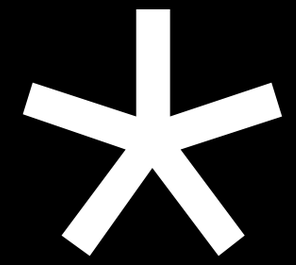
MY BIO FOR TODAY?

Gold-Orange, Gen Xer, EXTJ, 2nd born,
first son with a Woo personality.

WORDS WHICH DESCRIBE HUMANS?

WORDS WHICH DESCRIBE HUMANS?

- Emotional
- Resilient
- Brilliant
- Foolish
- Amazing
- Silly
- Crazy/Funny
- Make mistakes
- Solve problems
- Adaptable
- Peaceful
- Violent



Your profession

Your relationships

HOW DO YOU DEFINE THEM?

IDEAS FOR TODAY...

Your task for today:

Identify what info benefits you/your team

Your organization is a human system

Humans are complex

Learning about them is helpful

What is the impact of:

generation

gender

personality

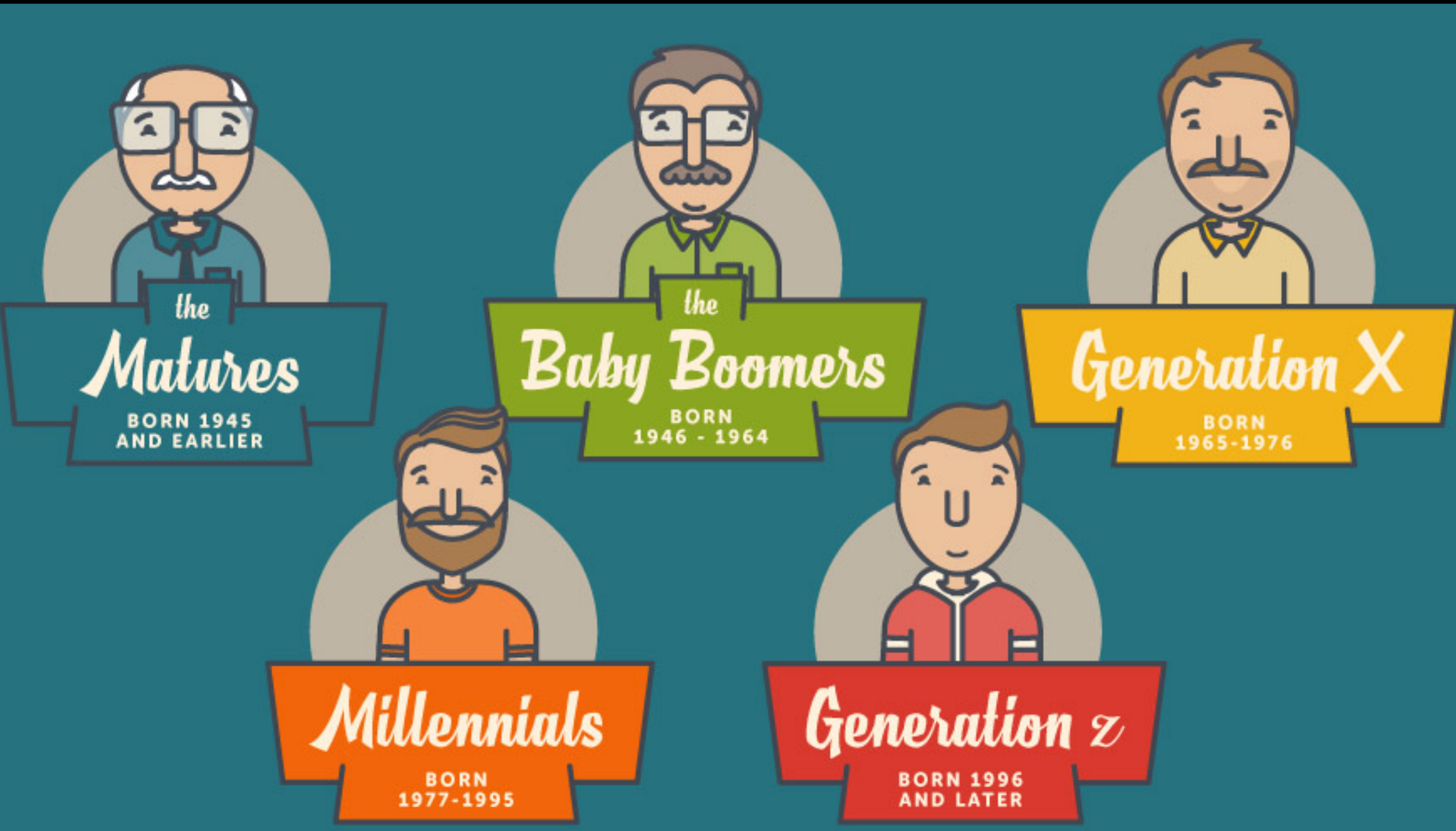
birth order

How do you:

Gauge the culture of your company?

What is your role in shaping your culture?

Generations


the
Matures
BORN 1945
AND EARLIER
the
Baby Boomers
BORN
1946 - 1964
Generation X
BORN
1965-1976
Millennials
BORN
1977-1995
Generation z
BORN 1996
AND LATER

MULTIPLE GENERATIONS @ WORK

Five Generations Working Side by Side in 2020

TRADITIONALISTS Born 1900-1945	BOOMERS Born 1946-1964	GEN X Born 1965-1976	MILLENNIAL Born 1977-1997	GEN 2020 After 1997
Great Depression	Vietnam, Moon Landing	Fall of Berlin Wall	9/11 Attacks	Age 15 and Younger
World War II	Civil/Women's Rights	Gulf War	Community Service	Optimistic
Disciplined	Experimental	Independent	Immediacy	High Expectations
Workplace Loyalty	Innovators	Free Agents	Confident, Diversity	Apps
Move to the 'Burbs	Hard Working	Internet, MTV, AIDS	Social Everything	Social Games
Vaccines	Personal Computer	Mobile Phone	Google, Facebook	Tablet Devices

Each generation brings its own view of the world, which creates both opportunities and threats to businesses. **This demands Generational Intelligence!**

MULTIPLE GENERATIONS @ WORK SURVEY

Population distribution in the United States in 2017, by generation

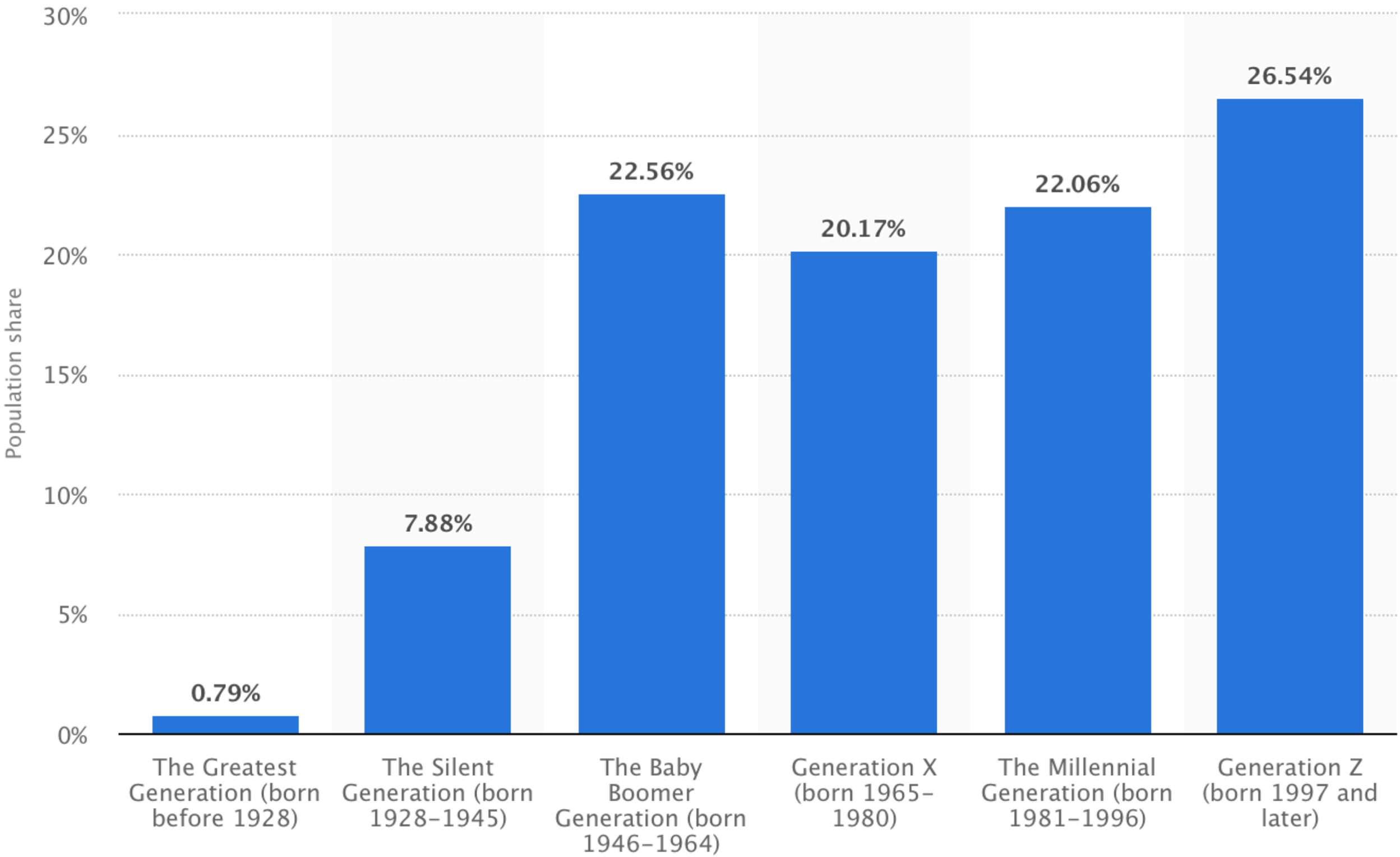


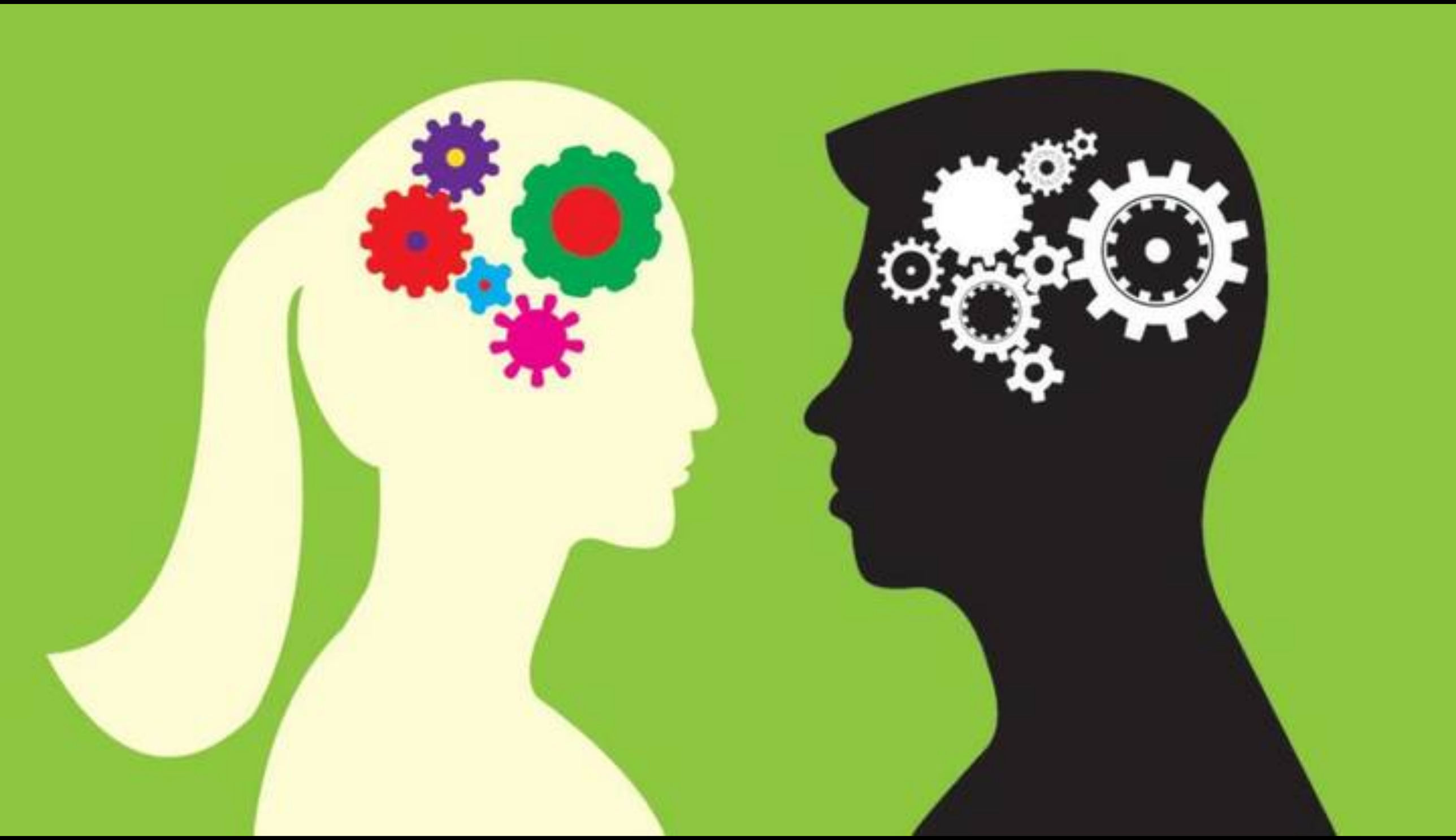
Exhibit 29: Generations at a glance

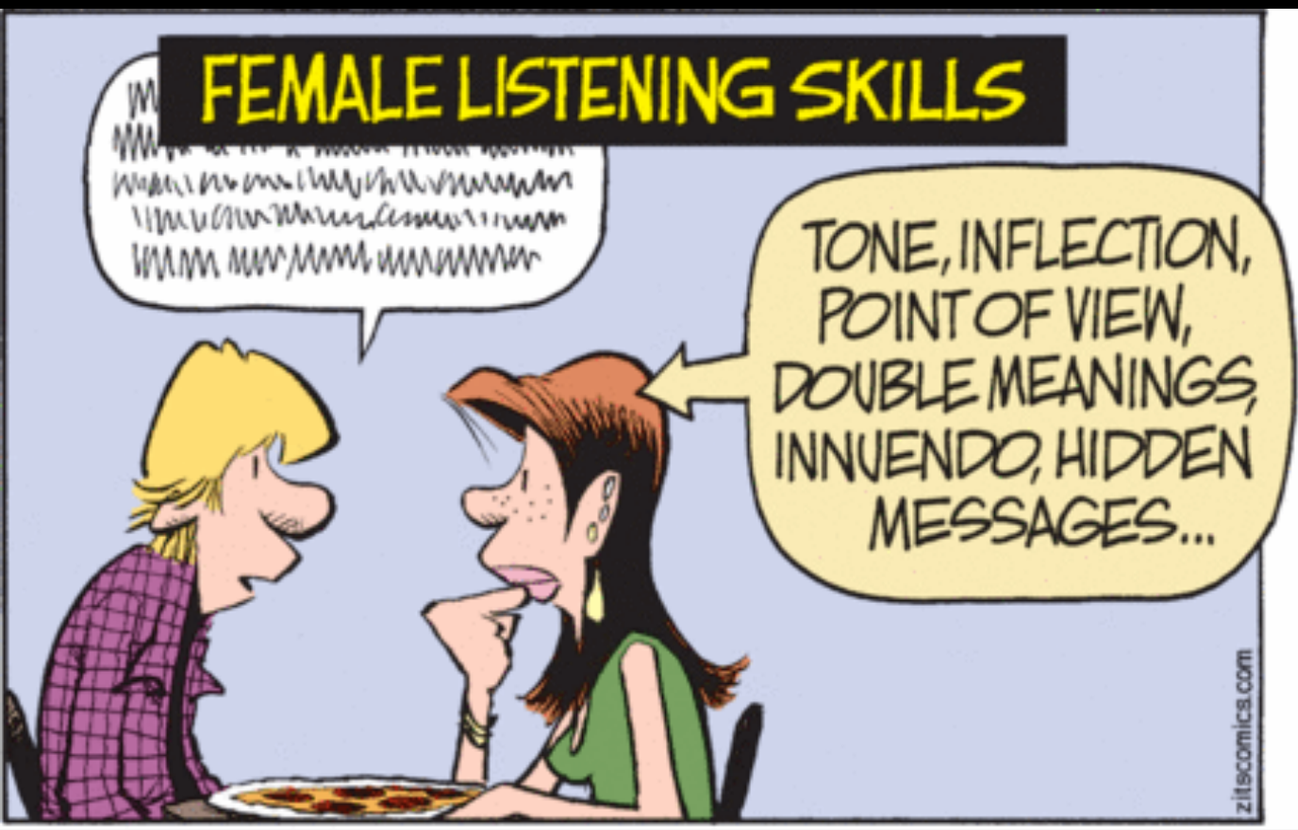
Gen Z will be a key driver of AR/VR technological adoption

Generation	Greatest /Silent	Baby Boomers	Gen X	Millennials	Gen Z
Years Born	1923 - 1945	1946-1964	1965-1980	1981-1997	1998-2016
Age in 2016	71-93Y	52-70Y	36-51Y	19-35Y	0-18Y
Population (Global)	0.3bn	1.1bn	1.5bn	2bn	2.4bn
% of Global Population	5%	15%	20%	27%	32%
Life-Defining Events	World War I and II Great Depression Electric Appliances	Cold War Moon Landing Transistor Invented	End of Cold War Live Aid First Personal Computer	9/11 Terrorist Attacks Iraq War Advent of Social Media	Post-Great Recession Arab Spring Rise of AI
Communication Style	Letter	Telephone	Email / SMS	Instant Message	Emojis
Key Technology	Car	TV	PC	Smartphone	AR/VR
Hobby	Reading	Watching TV	Surfing the Internet	Video Games	Music Streaming
Digital Proficiency	Pre-Digital	Digital Immigrants	Early Digital Adopters	Digital Natives	Digital Innates
Iconic Figure	Franklin D. Roosevelt	John F. Kennedy	Kurt Cobain	Mark Zuckerberg	Malala
Music	Jazz Swing	Elvis Beatles	Nirvana Madonna	Britney Spears Justin Timberlake	Justin Bieber Taylor Swift
How They Get Around	'55 Ford Thunderbird	SUV	Bicycle / Car	Uber / Lyft	Mom's Prius
Current Living Situation	Retirement Home	Semi Detached House	Own Small Apartment	Sharing an Apartment	Parents' House
Social network other than Facebook	The Rotary Club	Match.com	LinkedIn	Tinder	Snapchat
Deepest Fear	The world in 2016	No longer center of attention	What about my generation	Paying off student debt	Low batteries
Key Life Question	How did the country go so wrong?	Where's the Viagra?	What's the point?	What's a career?	What's a landline?
Defining Condition	Permanently Aggrieved	Erectile Dysfunction	ADHD	Gluten-Intolerant	Peanut Allergy
What They Spend On	Oklahoma Community Dinner Theater	VIP tickets to The Rolling Stones	Burning Man	Coachella	Minecraft

Source: iKinetic, McCrindle, Pew Research, Bruce Feirstein – Vanity Fair, various sources, BofA Merrill Lynch Global Research

Gender




FEMALE LISTENING SKILLS
TONE, INFLECTION, POINT OF VIEW, DOUBLE MEANINGS, INNUENDO, HIDDEN MESSAGES...
zitscomics.com

MALE LISTENING SKILLS
MMM... PEPPERONI.
4/6
SCOTT and BOB GMAN

JUST TALK TO HIM, JEREMY!

OKAY, OKAY.

DUDE.*

DUDE.*

*I'M SORRY I GOT MAD AT YOU FOR TRADING MY GUITAR FOR A TATTOO. I WAS WRONG, AND I APOLOGIZE.

*ACCEPTED. I DIDN'T MEAN ANY DISRESPECT. I'M GLAD THAT YOU'RE MY FRIEND.

YOU'RE RIGHT! IT *DOES* HELP TO TALK THESE THINGS OUT!

MEN!

4/16

SCOTT and BERGMAN

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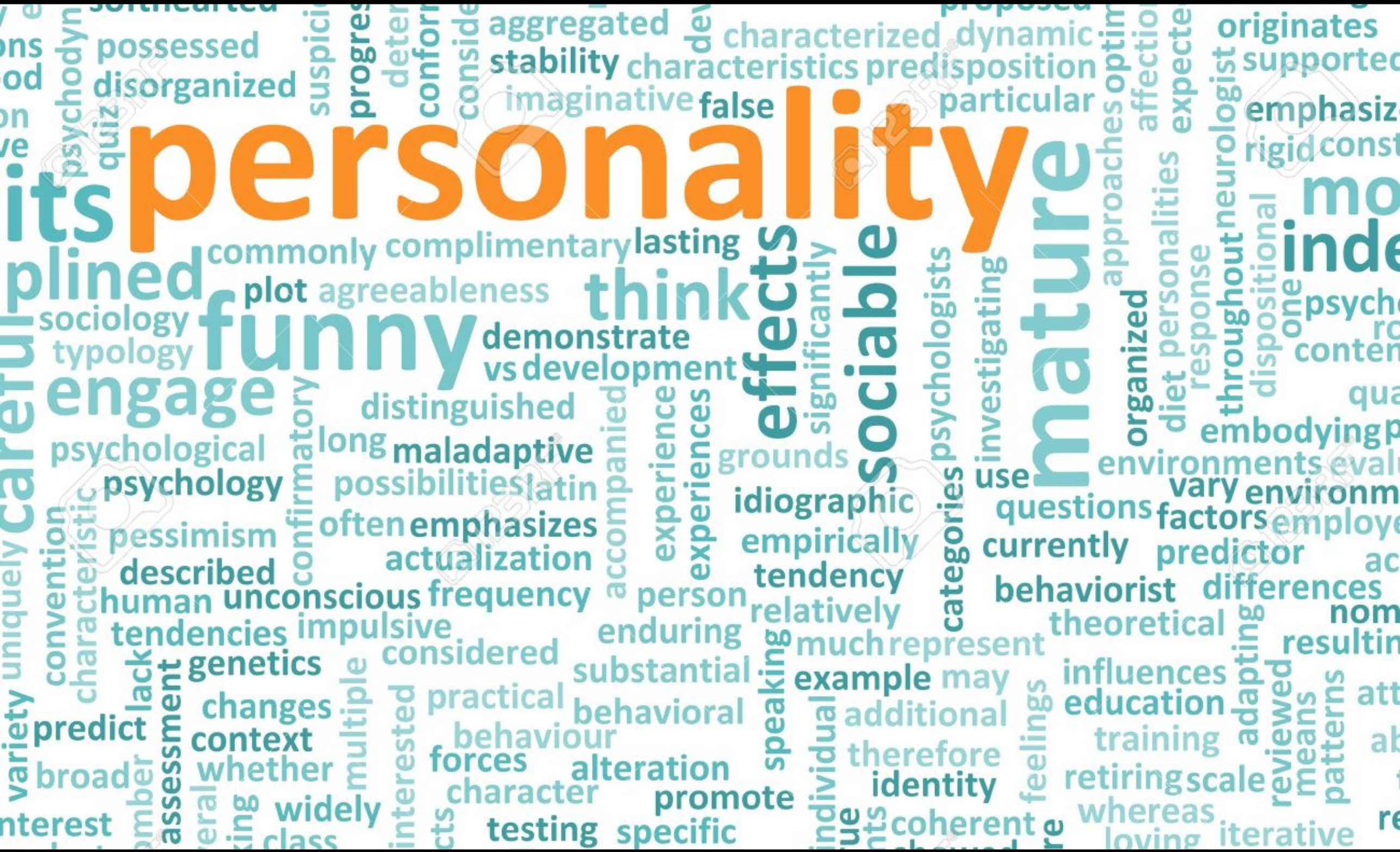
KEY IDEAS TO CONSIDER

- Processing - easy as Gray and White
- Chemistry - brains process them differently
- Brain structure different - they work differently

PSYCHOLOGY
TEMPERAMENT
PERCEIVING
RATIONAL
EXTROVERT-INTROVERT
SENSING
BEHAVIOR
Personality


personality
funny
engage
think
effects
sociable
mature
its
plined
psychological
psychology
sociology
typology
commonly
complimentary
lasting
plot
agreeableness
demonstrate
vs development
distinguished
long
maladaptive
possibilities
latin
often
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actualization
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practical
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enduring
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represent
example
may
additional
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identity
coherent
feelings
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retiring
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convention
characteristic
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human
tendencies
genetics
changes
context
whether
widely
class
lack
assessment
multiple
interested
predict
broad
interest
pessimism
unconscious
genetics

PERSONALITY TESTS

- Meyers Brigg (estj)
- DISC
- Colors (Gold, Orange)
- Now Discover Your Strengths (Woo)

Birth Order

FIRST BORNS

perfectionist
achiever
leader
bossy
responsible
motivated
conscientious
controlling
cautious
reliable

MIDDLE BORNS

adaptable
independent
go-between
people-pleaser
can be rebellious
feels left out
peacemaker
social

LAST BORNS

social
charming
outgoing
uncomplicated
manipulative
seeks attention
self-centered
fun

THE ONLY CHILD

confident
conscientious
responsible
perfectionist
center of attention
mature for their age
seek approval
sensitive
leader

ONE MORE THING...

- 5 Love Languages at Work
  - Quality Time
  - Gifts
  - Words of Affirmation
  - Acts of Service
  - Physical Touch

wrap
it up

NEEDED FOR TODAY'S WORKPLACE

- Civility…
- Emotional Intelligence…
- Thoughtfulness…
- Maturity…
- Discipline…
- And all these lead to and from….

TRUST

Culture is woven together by all the people in the organization.

You each have to a role to play to make it engaging, constructive and helpful.

Allow me to leave you with these:

Your life is more than work.
It's more than numbers or green lights or sales.
Yet, work is integral to your life.
Find what works for you and your team.

Patrick Lenconi

Malcom Gladwell

Jim Collins

Simon Sinek

Gary Chapman

DOUGLAS PALS

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Thank you !!!
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