Diversity and Inclusion

Leadership Lessons Learned!

Embry Riddle Aeronautical University
Daytona Beach, FL  April 2014
Agenda

• Diversity
• Learning
• Difficult People
• Mentoring
Who is this man?
LEARNING
Leaders are Learners

• Passion for Learning
• TED
• Management vs Leadership
DIFFICULT
OR
UNIQUE
Embrace difference:

- Smart People
- Contrarian People
- Age variance
## Comparing the Generations

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<tbody>
<tr>
<td><strong>Age</strong></td>
<td>60 and older</td>
<td>41-59</td>
<td>26-40</td>
<td>25 and younger</td>
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<tr>
<td><strong>% in Workforce</strong></td>
<td>5%</td>
<td>45%</td>
<td>40%</td>
<td>10%</td>
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<td><strong>Characteristics</strong></td>
<td>• Dedication, sacrifice • Doing a good job most important</td>
<td>• Workaholic, competitive • Optimistic, consumers • Defined by their job</td>
<td>• Question authority • Independent, loners, nomads</td>
<td>• Individualistic yet group oriented • Ambitious but appear aimless</td>
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<td><strong>Motivators</strong></td>
<td>• Age equals seniority</td>
<td>• Personal development</td>
<td>• Work/life balance • Relationship with boss determines job satisfaction</td>
<td>• Lifestyle vs. promotion • Relationship with boss determines job satisfaction</td>
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<td><strong>Time is currency</strong></td>
<td>• Invested in future</td>
<td>• Invested in future</td>
<td>• Reluctant to give away</td>
<td>• Reluctant to give away</td>
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<td><strong>Team attitude</strong></td>
<td>• Work is done in proximity to one another</td>
<td>• Everyone works until job is done, long hours, committed to each other</td>
<td>• Not defined by proximity, each person has unique role</td>
<td>• What will I get out of this team?</td>
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Source: Marston Communications, Cam Marston, *Four Generations, the Power of Generational Insight*

*First time in history – 4 generations in the workplace*
HOW DO YOU DEFINE THE AMERICAN DREAM

- **Owning My Own Home**
  - Millennials: 65%
  - Gen X: 72%
  - Boomers: 78%

- **Not Living Paycheck to Paycheck**
  - Millennials: 56%
  - Gen X: 70%
  - Boomers: 78%

- **Financial Independence**
  - Millennials: 59%
  - Gen X: 64%
  - Boomers: 80%

- **Retirement**
  - Millennials: 60%
  - Gen X: 60%
  - Boomers: 60%

Source: Mass Mutual Insurance
Fluid Intelligence

- Seek novelty
- Challenge yourself
- Think creatively
- Do things the hard way
- Network

- PARK YOUR EGO
Seek Novelty
## Home Address Convention

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Japanese Address Convention
# US Address Convention

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**Downey Aviation Services**

**Embry-Riddle Aeronautical University**

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### US Address Convention

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### CHERRY Street

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Originality of Thought

Richard Fonteneau

Newopticalillusions.com
MENTORING
Mentor Traits

• Integrity
  – Emperor's Seed

• Approachability
  – Bill Greer – Chicken Soup for the Veteran's Soul
Challenge Yourself

• Do you lead from the front?
• Do you really attend all the “mandatory” training? Or, your classes?
• Can you look your employees (peers) in the eye and have them know you do understand?
Employee Expectations

• They are watching everything you do –
  – No one can NEVER not lead

• Everything you do counts!
  – There are no “timeouts” with leadership

• Employees have expectations of you
  – Hire great people
  – De-Hire those who do not help with the mission
  – Treat them with respect
Final Thoughts

• Manage Programs – Lead People
• Leaders do only those things leaders can do
• Leaders do two things:
  – Vision
  – Resources (people & dollars)
• Own bad decisions
• Share praise with all employees
Jedi Warrior

Do or do not. There is no try.

Yoda – Jedi Master
QUESTIONS?

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